

Vanpool Implementation Manual

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s is one of two manuals developed by Grey Advertising, under contract with the Federal Energy Administration, which became a part of the Department of Energy on October 1, 1974, to design and implement a Vanpool Demonstration Program in large employers in various parts of the country.

This manual is intended to explain the concept of vanpooling and its benefits to both employers and employees, while serving as a practical guide for the implementation of such a program. The other manual, "Marketing Plan to Accelerate the Use of Vanpools," is the first step in translating the success of individual companies' vanpool programs into a prototype for national expansion. It attempts to present and analyze the dynamics of the vanpool market--i.e., the conditions which create and (market)..for the product (vanpools), factors which stimulate and impede the growth of this market, supportive governmental actions/incentives desired by prospective vanpooling companies, and forecasts of market conditions which would influence the viability of vanpools.

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I. AN INTRODUCTION TO VANPOOLING

A. What is Vanpooling?

Vanpooling is a commuter transportation mode in which employees whose residences are geographically clustered ride to and from their work sites in a van or minivan which is driven and maintained by one of the employee passengers. A vanpool can carry from 8 to 15 riders, is larger than a station wagon, and smaller than a conventional bus.

Vanpooling offers virtually all the commuting advantages of carpooling to employees, such as:

- ... Convenience of door-to-door service.
- ... Savings owing to inexpensive, personalized rapid transit.

Vanpools are organized, more or less, on a permanent basis, and instituted to render regular service to constituent members on a cost sharing - break-even - fare structure plan. They eliminate the costs of providing special drivers, expensive equipment, and subsidized operations.

The primary advantage of vanpools over carpools is the added occupancy per vehicle. As a transportation mode, vanpooling comes very close to the commuter's dream of personalized rapid transit at low cost.

B. Vanpools Complement Carpooling Activity

On the surface, it may seem that vanpooling is simply an alternative to carpooling. In practice, however, it has been discovered that vanpooling supplements but also encourages the growth of carpools. For example:

- ... At the 3M Company in St. Paul, Minnesota, as early as 1971, 1,000 (or 14.3%) of 7,000 employees engaged in carpooling. A vanpooling program was started with 6 vans in the beginning of 1973. Today, over 80 vans are in operation with 830 participants, representing 8.7% of the current labor force of 9,500. At the same time, employee participation in carpooling has doubled, and over 2,000 (more than 20%) of the employees are currently using carpools. The spectacular growth of vanpooling at 3M has not impeded the growth of carpooling. It has given an impetus to carpooling, and increased the total impact of both ride-sharing programs by increasing employee participation rate from 14.3% to 28.4%.
- ... Although precise figures for other companies are not available, Cenex, General Mills, Aerospace, Hoffman-LaRoche, and others have found that vanpool programs have not diminished the growth of their employees' carpooling activity. If anything, vanpooling has stimulated employee interest in other ride-sharing programs.

Thus, vanpools and carpools tend to complement each other and increase the total impact of both types of ride-sharing programs by stimulating employee participation.

Why Vanpools Deserve Special Consideration

Vanpools deserve employers' special consideration because:

- ... Saving of company funds is realized through reduction of parking and related facilities.
- ... The company gains in employer-employee relations.
- ... Valuable public relations benefits and positive local national publicity accrue to the company.
- ... The company benefits from improvement in relations with the surrounding community.
- ... The company benefits because of the expansion of its potential employee market.

These benefits are detailed in Section II of this manual.

Perhaps the most important reason vanpools deserve employers' special consideration is the overriding need to be well-prepared to face expected near- and long-term fuel shortages.

In 1975, the United States imported roughly 40% of its petroleum requirements valued at about \$27 billion. In 1976, U.S. consumption has expanded while domestic production has remained inelastic. We are, consequently, importing at a higher rate than in 1975. The value of imports in 1976 will most likely exceed \$30 billion. Persistent and rising deficits of these proportions, on the petroleum account alone, are apt to endanger our economic stability and national security. Thus, it is evident that oil imports must be curtailed. The need for such action becomes even greater when it is realized that our knowledge

petroleum reserves are hardly enough to last us for ten more years at the present rate of consumption.

FEA studies indicate that about one-third of all gasoline consumed in the United States is used for commuting to and from work. The average number of people in each car is only 1.4. Vans average approximately nine to ten miles per gallon of gas, which is not much higher than the current average consumption for a full-sized passenger car which gets an average 13 miles per gallon. On an average round-trip of 20 miles, a van would consume about two gallons of gasoline. One van, on the average, supplants about seven cars which would otherwise consume about 10.5 gallons of gasoline. The net gasoline savings per van, per day, then, is estimated at 8.5 gallons. Annually, on the basis of 240 working days, this would mean a saving of 2,040 gallons of gas per van. The immense fuel-saving potential of vanpools is an important benefit for the nation. But the important direct benefits which vanpools offer to companies are even more immediate. Vanpools can help insure employees' ability to work in the event of a gasoline shortage. Other benefits are identified and documented with concrete examples in the next section.

Do Vanpools Work?

vanpool program works on the basis of the following five major elements

Preliminary planning

Development of administrative procedures and details

Development of operating procedures and details

Ordering of vans

Plans for expansion of programs

Preliminary Planning

Planning steps include:

... Dissemination of information on the vanpool's benefits to employees

... Identification of employee resident location through distribution of a simple questionnaire

... Analysis of the level of employee interest through a simple survey, often taken at the same time residential location information is obtained.

... Establishment of the initial number of vanpools, for each area, on the basis of available participants.

Developing Administrative Procedures and Details

For most companies, vanpool-related administrative and supervisory costs are borne by the employer. These are generally modest, and in some cases negligible. The employer's costs are compensated for by the reduction in parking facilities required, reduction of parking space maintenance costs, reduction of company use of vans during working hours, reduction in employee

absenteeism and tardiness, greater employee loyalty, greater accessibility to company work sites resulting in improved labor productivity, greater productivity of vanpooling employees, and improved public community relations.

A successful vanpool works on the basis of simple and minimal responsibilities and many of these responsibilities are delegated to the vanpool coordinator.

Administration of the program falls to people in the company departments in transportation, personnel, or administrative services. Traffic, insurance, and public relations departments may also be involved in initiating the program. The responsibilities of the administrator include organizing resident clusters, selecting driver/coordinator, holding pool formation meetings, accounting, and, in some instances, collecting fares.

3. Developing Operating Procedures and Details

The vanpool driver/coordinator is responsible for the following procedures:

- ... Obtaining special driver's license where necessary
- ... Training backup drivers and getting the necessary training
- ... Maintaining minimum ridership (with the administrator)
- ... Keeping records of the van operations and log sheets for each day
- ... Servicing, maintaining, and cleaning the van as needed
- ... Maintaining all pertinent accounting.

... Collecting fares (where this function is delegated).

... Getting group agreement on schedules and related arrangements which are satisfactory for each vanpool.

Operating procedures are designed to give maximum possible autonomy to each vanpool and its driver/coordinator in its day-to-day operation.

Ordering Vans

In a typical program, vans are purchased or leased by the employer, and operated on a non-profit self-supporting basis. The employees who control the vans cover the depreciation and operating costs by paying monthly payments. The initial van purchase costs are assumed by the employer and are covered from passenger fares over a period of four years. If the van is leased, monthly employee payments cover the leasing charges.

Plans for Expanding the Program

Some of the most successful vanpooling companies have found that a realistic plan for expansion is essential for the growth of the program. In the absence of a growth plan, administrators tend to become satisfied with the fulfillment of the initial plan, and employee interest tends to abate without sustained company promotion to increase vanpool participation. When faced with the responsibility to fulfill self-developed expansion targets, vanpool administrators tend to be more innovative in developing ways and means to sustain employee interest and develop demand for vanpools. This approach is well founded, because the evidence reveals that over 90% of all employees who have participated in vanpools intend to stay with the program.

Thus, Vanpools deserve employers' special consideration because

... The "product" is good.

... It works.

... People love it, and stay with it after they have tri

The following pages provide the documentation for these findings.

II. OPPORTUNITIES AND PROBLEMS WITH RESPECT TO VANPOOLING

Employer Benefits/Opportunities In Vanpooling

1. Saving Company Funds through Reduction of Parking and Related Facilities

Opportunities for saving company funds in these areas include:

- ... Reduced capital investments in land and construction of parking facilities, access streets, ramps, signal lights, and signs.
- ... Alternative uses of available land, originally allocated to parking, for plant expansion, other facilities, or leasing.
- ... An estimated savings of \$1,000 for each parking space on the ground, and about \$5,000 for each parking space on an elevated structure.
- ... Savings on maintenance of parking spaces of at least \$60 to \$80 per space. . . per year.
- ... Substantial savings on rising real estate taxes on unnecessary parking land and facilities.
- ... The opportunity cost of tying up the company's financial resources in parking and related facilities.

The following documentation demonstrates that many companies have been able to realize all or most of the parking-related benefits of vanpooling.

... The 3M Company had appropriated \$3 million for enlarging parking facilities and improving limited access routes. These measures were causing severe traffic bottlenecks near the 3M Center. The vanpool and carpool programs have enabled the company to save at least \$2.5 million in this area alone by eliminating the need for construction of 1,500 additional parking spaces. During the past 5 years, there has been a net decrease in parking at the 3M Center, even though the number of employees has increased by about 2,000.

... Other companies which have made significant savings on parking facilities through vanpooling include the following:

<u>Company</u>	<u>Vanpooling Period Referred To</u>	<u>Savings Of Parking Space</u>
Cenex (Farmers' Union Central Exchange, Inc.) St. Paul, Minn.	Oct., 1973 to Oct., 1975	120
Corning Glass Works Corning, N.Y.	June, 1974 to Oct., 1975	70
General Mills, Inc. Minneapolis, Minn.	Jan., 1974 to Oct., 1975	100
R.M. Parsons Co. Pasadena, Calif.	March, 1975 to Oct., 1975	300

... It should be noted that savings on parking-related needs are directly proportional to the size of the vanpool program. Accordingly, all companies derived these benefits in varying degrees.

degrees. Further expansion in programs is expected to increase the estimated savings.

... Nabisco, for example, which moved to East Hanover, N.J., from its New York headquarters in October, 1975, immediately started a program with 13 vans, as it had only 400 parking spaces for over 1,000 employees. The company was able to save substantially by not having to invest in additional land and parking facilities. The vanpool program has become popular with Nabisco employees, and the company is planning to expand it further.

Companies which implemented vanpooling programs with the primary objective of solving parking and traffic congestion at the company site, were able to identify their achievements in concrete terms. Many of these programs have been operating for only two years or less, yet the tangible results of their performance have been quite impressive.

Company Gains In Employer-Employee Relations

For vanpooling companies have noted marked improvements in employer-employee relations. The 3M Company, Continental Oil, General Mills, Hoffman-LaRoche, and many other companies have observed that vanpooling has fostered greater company loyalty and company identification among their employees. This employee attitude stems from the awareness of the substantial benefits of this management service. These benefits include

... Estimated annual savings of about \$400 in commuting costs (largely gasoline) for the employees who previously drove alone.

in a standard-sized automobile, making a daily 20 mile round trip to work and even greater savings with longer trips.

- ... Additional savings of at least \$1,000 a year or more, if an employee disposed of his or her second car. (All these are in "after tax dollars".)
- ... Guaranteed door-to-door all-weather service.
- ... Comfortable and relaxed chauffeured commutation.
- ... Opportunity to meet fellow-employees and to develop new friendships and interests.
- ... Opportunity to exchange ideas on company matters.
- ... Elimination of long walks after parking, which tend to be trying during bad weather conditions.
- ... Various company incentives to encourage vanpooling, such as preferred parking, initial free rides for regular vanpoolers, and special recognition within the company.

Although none of the ongoing vanpool programs was started with these objectives in mind, a number of vanpooling companies have recognized the marked improvement in employee morale, punctuality, and productivity which could be traced to vanpooling. 3M, General Mills, Genex, Hoff-LaRoche, Continental Oil, and others have experienced these improvements although they have not as yet quantified the corresponding savings.

3. Valuable Public Relations Benefits and Positive Local and National
Publicity for the Company

Vanpooling has established and/or enhanced many companies' reputations as concerned and socially conscious institutions contributing to the community and national efforts to reduce traffic congestion, environmental pollution, and energy consumption.

... Continental Oil, Aerospace, Cenex, Texas Instruments, and others, which started vanpooling primarily to conserve energy and to improve and enhance their community and public relations have enjoyed valuable and positive publicity both locally and nationally.

... The 3M Company did not start vanpooling with public relations benefits in mind. But the company has benefited tremendously by the extensive publicity and recognition (of its pioneering leadership in this field) by the local community, the business community, and the government.

... The value of these vanpooling public relations benefits cannot be measured in dollars, but it is believed that what vanpooling has achieved for these firms could not be accomplished by annual investments of equivalent funds in improving community and public relations.

4. Company Benefits from Improvements in Relations with the Surrounding
Community.

This consideration is generally related to the above-mentioned public

relations benefits, but it has specific implications for documentation.

Some companies have experienced tensions in their relations with communities because of overflow employee parking on streets and/or traffic congestion caused by employee vehicle hours.

Many vanpooling companies which previously experienced some tensions have reported definite improvement in their relations with surrounding communities. These companies include Corning Glass, Hoffmann-La Roche, General Mills, and Ralph M. Parsons Company.

5. Company Benefits Due to The Expansion of Potential Labor Market

A number of companies do not have easily accessible or convenient transit facilities available to their employees. Employees are deterred in accepting jobs with these companies because of the lack of ready access of transportation to work. For this reason, vanpooling programs have provided a broader labor market for companies.

- ... Opening employment to those who previously lacked access to transportation.

- ... Attracting a number of skilled people to the workforce.

- . Savings of after tax dollars in commuting costs and travel time.

- . Convenience and comfort of "chauffeured" transportation.

The Ralph M. Parsons Company and General Mills cited specific tax benefits in this area which derived directly from their vanpooling programs. Other companies, including 3M, Hoffman-LaRoche, and Ciba, indicated noticeable benefits of greater company attractiveness in labor market areas. All the above companies have also benefited from reduced turnover of their current labor force.

Thus, vanpooling offers substantial benefits to employers such as: saving investment funds in land and parking facilities; improving employee morale by providing a service of great economic value; increasing employee motivation, punctuality, and productivity; reducing employee absenteeism and tardiness; broadening the potential employee market by making more remote areas accessible to the work site; reducing traffic congestion at rush hours; incurring valuable public relations advantages by enhancing the company's reputation in the community and in the country. Further, as earlier mentioned, vanpooling helps prepare a company for potential gasoline shortages which could affect employees' transport to work.

2. The Financial Commitment Required To Initiate And Sustain Program - Is A Major Investment Necessary?

Primary among management concerns are the costs of initiating and sustaining a vanpool program. Basic to a consideration of these costs is the underlying fact that a vanpool system, while not completely self-supporting, is nonetheless capable of recovering its costs, and forms the basis for determining a fare structure which is pro-rated according to passenger usage.

Methods of calculating expense rates may vary according to company accounting procedures, and geographic locations. For example, companies do not include in the fixed cost schedule the administrative expenses borne by the company, nor the imputed interest on capital which has been utilized elsewhere. Then too, depreciation may be calculated on the basis of purchase price alone or by subtracting anticipated resale value of the van. Then too, investment tax credits may alter cost calculations.

Almost all documentation of vanpooling experience indicates that the program is potentially self-amortizing. For example:

... The Aerospace Company's program called for the initiation of 11 vans. In the first three months, these vehicles traveled a total of 31,300 miles, and showed a modest profit on gross fare revenues of \$4,860. By the end of six months, the operation showed a profit of \$325 on gross fares of \$1,000. (The decline in the profit rate was attributable to a decline in ridership over the summer vacation months, as Aerospace

not require passengers to pay for rides not taken. The point to be made here, however, is that even under summer riding conditions, the operation broke-even.) Aerospace estimates its break-even ridership at 80% of capacity. Actual subscriptions exceed that number.

... General Mills and Texas Instruments have both elected to purchase their vans, and expect their respective operations to pay out fully within four years. Meanwhile, fare structure has broken even with the cost of financing the program.

... Other companies operating on a break-even basis include Chrysler, 3M, Conoco, Polaroid, Prudential, and Sperry Flight Systems.

Administrative expenses, plus the opportunity cost of the capital involved in a purchase arrangement, are generally the only costs assumed by the company. These relatively modest costs should be weighed against the possible financial benefits to the firm. Such savings might accrue by eliminating the necessity to construct increased parking facilities, the elimination of some parking maintenance costs, and even freeing up current parking space for building expansion. Company use of the van during working hours can also be a low-cost method for intra-company communication and mail delivery. The operational mileage charge to the company can be credited to the vanpool account to reduce vanpool administrative costs.

In brief, vanpools can be made substantially self-sustaining, and a major capital investment is not required. Initial outlays on outright purchase are recovered over a maximum of a four-year period, and leasing expense

are recovered on a pay-as-you-go basis. Operating expenses borne by the individual vanpool as incurred. The financial responsibility to the sponsoring company lies only in the administrative costs, and these are offset by the many benefits accrued to the firm.

3. Concerns About Vanpool Administration

Vanpool administration is not a complicated affair. Nor does it place an excessive burden on management's time. Once the initial effort is made, the company assumes only a supervisory role. It should be noted that companies with extensive carpooling activities have already done the groundwork required (employee matching, routing, etc.), and consequently vanpooling can be implemented easily.

Once a viable program is established, the administrative responsibility of the company is minimal, as major operational and bookkeeping tasks are delegated to the individual driver/coordinators. It should be stressed that the most successful programs are those that have enthusiastic endorsement of management; thus, the greater the initial effort expended in setting up an efficient and well-organized system, less time and attention is required to supervise the program once it is under way.

Flexibility are key watchwords to vanpooling. Regardless of the size of a program, it should involve things virtually all major companies have set up to do, and management can capitalize on whatever resources are available to it. For example, if there are extensive

input of employee demographic data. Leased computer time, of course readily accessible. If a company already operates a fleet of vehicles, van maintenance can be facilitated. If a company has extensive and effective employee communication machinery, publicity and promotion are easier.

To implement the program, groundwork must be laid with employee surveys, van route planning, publicity, and demonstration. The most important step at this stage is to select driver/coordinators since they will ultimately assume the responsibility for the management of each individual pool of riders.

Vans must be purchased, local regulations must be investigated, and a bookkeeping system must be set up whereby income, expenses, and vanpool experience can be recorded. (See Exhibits VIII A-I.) During the implementation stage, it is likely that a multi-department effort will be required, but once the program is under way one department within the company (most often Personnel or Transportation), and usually one part-time person should assume the administrative/supervisory role.

Once established, the vanpool program is primarily in the hands of its participants. The driver/coordinator is responsible for maintaining the vehicle, facilitating communications among passengers, handling all record keeping, and often collecting the fares. The most streamlined programs are those in which maximum authority and responsibility are delegated to the driver/coordinator.

passenger information, collecting individual van records for purposes, maintaining compliance with state and local regulations, promoting the program among employees, assigning new vanpools, supervision and planning.

- ... At 3M, which operates the largest program with over 100 vans, administration takes less than 50% of the time of a transportation administrator, plus a small amount of back office support by a secretarial assistant.
- ... Conoco has a program of 37 vans, and is expanding. Conoco estimates that administration requires one-third of the time of a program supervisor plus secretarial time, of two hours per month.
- ... At Hughes Tool, the vanpool supervisor spends 1 hour per month and his secretary 2 hours per month.
- ... Hoffman-LaRoche's program involves 20 vans. The Personnel Services, estimates that 5% of his time is spent on vanpool activities, plus one day per month of secretarial effort.
- ... Aerospace notes that very little company time is spent on administration ... only a few hours a month. In the early phases, considerably more time was spent, but little is now required, since each vanpool coordinator handles his own operations smoothly with minimal central supervision.

managed, and present no unforeseen administrative burden to the company. This is the case in virtually all programs, no matter how extensive the vanpooling operations.

4. Employee Participation and Support of the Program

Companies considering the establishment of a vanpool program are often concerned about the extent to which employees will participate. Experience indicates that active employee participation is a direct function of management's enthusiastic support and promotion of the project. This involves the education of employees as to what vanpooling is, communication of its many benefits, and the use of incentives to elicit employee response. A detailed description of a program to sell vanpooling to employees appears in Section IV.

Companies which have met with rapid vanpool success have repeatedly pointed to their initial efforts at active solicitation as having done much to set the tone for employee enthusiasm and subsequent expansion of the program.

Many have determined passenger attitudes toward vanpooling by periodic surveys. At General Mills, one such survey taken prior to expansion of the vanpooling project probed the basis for employee participation. The reasons for commitment to vanpooling almost matched the ranking of initial employee concerns prior to vanpool implementation:

Convenience	79%
Low Cost	48%
Reliability	36%
Other	11%

the General Mills program of education, publicity, incentive
mentation overcame employee apprehension, so that the em
concerns evolved into reasons for their sustained partic

Existing evidence shows that if management backs vanpool
will participate. Once an employee starts vanpooling, he
likely to stay with it, even if the price of gas declines
low levels.

SCOPE AND PURPOSE OF THIS SECTION

This section of the Vanpool Implementation Manual is intended to cover the steps necessary for actually implementing a Vanpooling Program.

The procedures and considerations outlined here have played important roles in successful vanpool programs already in existence, and reflect careful research and observation.

It is particularly important for the executive who is to be responsible for planning the vanpool program to perceive the importance and the inter-relationships of the following subject areas. This section can provide a comprehensive overview of what vanpooling involves. Included are:

- . Preliminary considerations
- . Cost parameters
- . Level of administrative effort required
- . Legal/regulatory/insurance considerations
- . Operational procedures

Experience has shown that the successful implementation of a vanpool program need not be a highly complex or expensive operation. While this section is targeted most specifically to the executive who is contemplating the overall responsibility for vanpool implementation and operation, it is not intended to transform this person into a transportation expert. It simply stresses the need for capacity for sound administration and management. Vanpooling requires a little of an executive's time and attention. { Consideration of the guidelines

...this section will help avoid the frustration
plicate an inadequately planned vanpool program.]

Identifying the Particular Purposes of a Company Vanpool Program

While Vanpooling offers a solution to a number of company needs, it is likely that there will be one key area of major importance to an individual firm.

To determine this, the broadbased needs which vanpooling can answer for a company and its employees should be detailed. (These are discussed in the previous section of this document.)

The data in Section II of this manual should help determine the applicability of facts and case histories to the individual situation. Those benefits which can be identified as most relevant to a particular company's needs will become apparent. Most requirements include:

- . Alleviation of traffic congestion
- . Provision of more parking spaces for employees
- . Provision of space for capital expansion
- . Compensation for lack of public transportation for employees
- . Demonstration to the community of the company's involvement in energy conservation and pollution control
- . Preparation for future emergency in which energy sources for employees' transportation again become scarce or overly expensive

One of the above will undoubtedly be a more critical reason for adopting a vanpooling program than the others. This reason, then, becomes the company's major purpose in initiating vanpools.

After a company has established its primary purpose/re implementation, it should list as subordinate purposes company needs which can also be addressed by vanpooling. The company has agreed upon the major reason for adopting a Vanpool program and marshal a spirit of cooperative effort to accomplish the purpose for which the Vanpool program has been adopted.

The procedural guidelines proposed here reflect real-life concerns and experience of companies which have met with success.

B. Estimating the Cost to Initiate and Maintain the Program

In determining the cost of implementation, an estimate must be made of the initial cost of van acquisition, the operating costs of the van, the administrative costs of maintaining the program. Balance the anticipated revenue of the employee fares.

Determination of the fares is generally based on the lease costs of the vehicle which are depreciated over a three year period with an assumed resale value at the end of that period. Other costs are also added, as well as projected operating costs such as maintenance, etc. Then, fares are calculated by dividing the total operating costs by 240 days per year (in most cases) and the round trip mileage per day. Per mile operating cost will vary depending on the daily round trip distance.

Exhibit 1 (see next pages) contains detailed examples of the financial outlay per van of some typical programs. The key ingredient in such cost formulae inevitably relates to buying vs. leasing. Capital outlays for buying must be measured against the interest charges and other costs of leasing. Added to this are the costs of administrative and supervisory support.

A Maryland Transportation Department Study demonstrates that with the exception of the van's resale value, the difference between lease and purchase cost is minimal. Assuming a list price of \$6,300 for a van, a lease arrangement would probably cost \$7,619 over 50 months. Purchase over 48 months without downpayment would come to \$7,670, and a \$1,000 downpayment would whittle the cost to \$7,452, also over 48 months.

• Company-owned vans. Outlay of capital on purchased vans plus one-time charges such as freight, tires, taxes, etc., are the fixed costs.

1. Aerospace Corporation has estimated these charges at \$145 per month per van.
2. General Mills breaks the figure down to \$145.50 per month per van.
3. Hughes Tool Company calculates fixed expenses at \$147 per month per van.
4. Conoco determines fixed costs to be \$95 per month per van but includes in its amortization calculations the trade-in value of the van.

vehicle is guaranteed at the end of the lease), with maintenance, insurance, and licenses, and with or without the option to buy at the end of the lease. Lease rates vary according to the financial risk the lessor is expected to assume. If the lessee is willing to assume all the risk, lease rates are almost identical to automobile finance charges. A company's decision to lease will depend on a) availability of an interested and aggressive lessor; b) company cash position; c) tax considerations (e.g., use of investment tax credit); and d) ability to dispose of vehicles at the end of their useful lives.

COMPARATIVE LEASE AND PURCHASE ACQUISITION COSTS

<u>Lease Costs</u>	<u>Monthly Payments</u>	<u>Total Payments</u>
Assumptions:		
\$6,300 Purchase Price	\$169.91 (mos. 1-12)	\$2,039.64
7-1/2% prime interest rate	158.48 (mos. 13-24)	1,901.76
50 month payment schedule	147.30 (mos. 25-36)	1,757.60
	136.43 (mos. 37-50)	1,910.02
		<u>\$7,619.02</u>

<u>Purchase Costs</u>		
Assumptions:		
\$6,300 purchase price	Purchase Price	\$6,300.00
\$1,000 down payment	Down Payment	1,000.00
10% interest	Amount to be financed @ 10%	5,300.00
48 month payment schedule	Total Interest Amount	1,152.35
	Total Principle and Interest	6,452.35
	Total Deferred Price	<u>7,452.35</u>
	Monthly Payments ^a	\$155.26

<u>Purchase Costs</u>		
Assumptions:		
\$6,300 Purchase Price	Purchase Price	\$6,300.00
10% interest	Amount to be financed @ 10%	6,300.00
48 month payment schedule	Total Interest Amount	1,369.78
	Total Principle and Interest	7,669.78
	Total Deferred Price	<u>7,669.78</u>

divided by the number of lease months.....
And an appreciation of 1.5% per month and a prime inte

Monthly lease cost for 40 miles round trip....

FLEET ADMINISTRATION COST

Cost paid to Crocker McAllister for administration of
maintenance program.....

INSURANCE COST.....

ADMINISTRATION COST

Costs incurred by Commuter Transportation Services, Inc.
administration of Van Pool Program.....

Monthly fixed costs (based on 40 miles)

OPERATING COSTS

	\$ per mile
Gasoline.....	\$ 0.05
Lube, minor maintenance.....	\$ 0.01
Tires, brakes, battery.....	\$ 0.01
Miscellaneous.....	<u>\$ 0.01</u>
Total Operating Cost.....	\$ 0.08

Total monthly operating cost is determined by the num
miles involved x 260 working days x .08¢ per mile
divided by 12 months = monthly operating costs.

Operating costs for a 40 mile round trip.....

INDIVIDUAL FARE

Individual fare is determined by divided by total mon
of the vehicle by eight (the number of passengers i
vehicle).....

Courtesy: Commuter Transportation Services, Inc.

COMMUTER VAN COST CALCULATIONS

I. Fixed Costs

Cost of Vehicle		\$6800.00
Less Cost of Tires (which are included in operating costs)		200.00
Costs for Depreciation Purposes		<u>\$6600.00</u>
1. Depreciation over 48 months		137.50/
2. Insurance @ \$480/year		40.00/
3. One-time fixed costs		
Sales Tax	\$272.00	
Class B Driver's License for 2 drivers	<u>21.00</u>	
Annual fixed costs		
License and title fees @ \$30.25 x 4 =	<u>\$121.00</u>	
Total	<u>\$414.00</u>	<u>8.62/</u>
4. Cost/month for 48 months		186.12/
5. Estimated value of vehicle after 48 months is \$1800 or		37.50/
6. Monthly income fixed cost to be received by user income		148.62/
		<u>1783.14/</u>
7. Yearly fixed cost used for fare calculation purposes		\$1800.00/
		<u>\$ 150.00/</u>

II. Operating Costs

Gasoline (\$.54/gallon @ 9 miles/gallon)	.06
Oil change, lubrication and filter every 3,000 miles @ \$12	.00
Other maintenance:	
1st servicing - 12,000 miles (annual mileage - 12,000 miles)	.00
Tires @ \$50/tire x 4 = \$200.00/year	.01
Total operating costs equal	<u>.08</u>

Use \$.09/mile for operating costs.

Capital Cost	1976
Less depreciation (2% per month over 4 years)	\$7,
Net book value	<u>6,</u>
Resale value (after 4 years - 32% of purchase price)	\$ <u>2,</u>
	2,3

PROFIT

\$2,0

Annual Costs

Depreciation	\$1,8
Insurance (\$160-liability; \$200-reserve for collision)	3
Licensing (3 Class B Drivers' Licenses = \$32.00	
Vehicle license and title fee = \$58.00)	

TOTAL ANNUAL FIXED COST
LESS PROFIT

\$2,25
50

NET ANNUAL FIXED COST

\$1,74

MONTHLY FIXED COST

\$ 14

FOR FARE CALCULATION PURPOSES

\$ 14

OPERATING COSTS

Estimate
At Start
Of Program
(per mile)

Gasoline @ 54¢/gallon, 9 miles/gallon
Actual MPC averages 10.2

6.7¢

Oil

Other Maintenance

.9¢

Tires - Regular

1.3¢

Tires - Snow

.5¢

Wash & Wax

TOTAL OPERATING COST

9.4¢/mil

Fixed Costs

Vehicle Cost* (\$)	8738	7000	6680
Less residual	<u>-2300</u>	<u>-1000</u>	<u>-1000</u>
Net Cost	6438	6000	5680
Base (years)	4	6	6
Cost per year	1609.50	1000	947
Insurance	674	646	480
License	<u>84</u>	<u>-</u>	<u>71</u>
Total Cost/Year	2367.50	1646	1498
Total Cost/Month	197.29	137.17	124.83

Operating Costs (\$/mi.)

Gasoline	0.05	0.045	0.05
Oil, minor maintenance	0.01		0.015
Tires, brakes, batteries	0.01	0.06	0.01
Miscellaneous	<u>0.01</u>	<u>-</u>	<u>0.01</u>
Total Operating Cost	0.08	0.105	0.085

	1976 Van	1974 Van
ion (2% per month over 4 years)	\$7,200	\$5,400
	<u>6,912</u>	<u>5,184</u>
	\$ 288	\$ 216
after 4 years - 32% of purchase price	<u>2,304</u>	<u>1,728</u>
PROFIT	\$2,016	\$1,512
ion	\$1,800	\$1,296
e (\$160-liability; \$200-reserve for collision)	360	360
g (3 Class B Drivers' Licenses = \$32.00	<u>90</u>	<u>90</u>
Vehicle license and title fee = \$58.00)		
TOTAL ANNUAL FIXED COST	\$2,250	\$1,746
LESS PROFIT	<u>504</u>	<u>378</u>
NET ANNUAL FIXED COST	\$1,746	\$1,368
- - - - -	- - - - -	- - - - -
MONTHLY FIXED COST	\$ 145.50	\$114.00
FOR FARE CALCULATION PURPOSES	\$ 140.00*	\$114.00

OPERATING COSTS

	Estimated At Start Of Program (per mile)	Actual (Over Month) (per mile)
Gasoline @ 54¢/gallon, 9 miles/gallon Actual MPG averages 10.2	6.7¢	5.9¢
Oil		.1¢
Other Maintenance	.9¢	1.7¢
Tires - Regular	1.3¢	.8¢
Tires - Snow	.5¢	
Wash & Wax	—	.4¢
TOTAL OPERATING COST	9.4¢/mile	8.9¢

Fixed Costs

Vehicle Cost* (\$)	8738	7000	6680
Less residual	<u>-2300</u>	<u>-1000</u>	<u>-1000</u>
Cost	6438	6000	5680
Lease (years)	4	6	6
per year	1609.50	1000	947
Insurance	674	646	480
Licenses	<u>84</u>	<u>-</u>	<u>71</u>
11 Cost/Year	2367.50	1646	1498
11 Cost/Month	197.29	137.17	124.83

Operating Costs (\$/mi.)

Gasoline	0.05	0.045	0.05
Tube, minor maintenance	0.01		0.015
Tires, brakes, batteries	0.01	0.06	0.01
Miscellaneous	<u>0.01</u>	<u>-</u>	<u>0.01</u>
11 Operating Cost	0.08	0.105	0.085

Estimated Costs

ORIGINAL EQUIPMENT

Assume the aggregate cost per vehicle at \$6400.00 each, an economic life of 4 years and a salvage value (Trade-in) of \$1600.00.

<u>INVESTMENT</u>	<u>TOTAL COST</u>	<u>MONTHLY COST</u>
Cost of vehicle and options	\$6400.00	
Less Trade-in Value	<u>1600.00</u>	
	4800.00	
Depreciable costs		\$1000.00

ONE TIME VEHICLE COSTS

Title, license @ \$40/year	\$ 160.00	
Fire Extinguisher, First Aid Kit, signs	100.00	
Liability Insurance @ \$600 year	<u>2000.00</u>	
Total One Time Vehicle Costs	2260.00	\$410.00
	<hr/>	<hr/>
TOTAL AMORTIZATION	\$7060.00	\$1412.50

Fixed Costs	General Mills ¹	3M ²	Chrysler ³
Cost of vehicle	\$6937	\$4891	\$5000
Depreciation	(6659)	(4873)	--
Book value	228	18	--
Salvage value	2134	1800	--
Net gain upon sale	1857	1782	--
Depreciation (48 months)	\$1665	\$1188	\$ --
Leasing cost	--	--	2106
Insurance	360	480	--
Other	--	--	154
License and title fees	59	150	--
Driver's license	33	--	--
Administrative expenses	--	--	255
Annual fixed cost	2116	1818	2515
Recovery of salvage value	(464)	(450)	--
Adjusted fixed cost - annual	1652	1368	2515
Monthly fixed cost	116	117	210
<u>Operating Costs/mile</u>			
Gasoline	\$.060	\$.060	\$.075
Oil and lube	.004	.0024	.005
Other maintenance	.026	.020	.020
Operating cost/mile	.090	.085	.100

Annual Fares Per Passenger

5 mile round trip	\$167.27	\$195.00	\$293.00
25 mile round trip	285.00	237.00	335.00
35 mile round trip	243.00	276.00	377.00
75 mile round trip	341.00	381.00	489.00

1 General Mills based on most recent vehicle cost, 9 passengers per van.

2 3M based on most recent price, 3 passengers per van.

3 Chrysler based on 9 passengers per van.

4 Genex based on 10 passengers per van.

* The data for this chart was obtained from Shared Ride Services, 7-7
by Clarence Shalton and Gary Benzberg, Public Service Office.

companies estimate eight to ten paying passengers as the breakeven point in computing vanpool fares. As an incentive to maintaining maximum participation and as an added attraction to the driver/coordinator, fares beyond the break-even point in many cases have been given to the driver/coordinator as additional compensation. Exhibit II (see next page) are various calculation of passenger fare structures which cover expenses.

It is up to the company to establish how high the passenger fare should be. A generally realistic passenger fare structure will cover fixed and operating costs but not necessarily complete administrative costs. However, as has been pointed out, these administrative costs tend to be relatively low. Some companies, such as Chrysler Corporation, have included these costs in the calculation of the fare structure. Most have elected to assume these costs as a concrete demonstration of management commitment to the program.

FARE CALCULATION

1. Monthly mileage = daily round-trip mileage x 21 days (average number of days per month).
2. Fixed cost per mile = \$134.00 (monthly fixed cost ÷ monthly mileage).
3. Operating cost per mile = \$.09.
4. Total cost per mile = #2 + #3.
5. Total cost per month = total cost per mile x monthly mileage.
6. Cost per person per month = total cost per month ÷ 9 passengers.
7. Cost per person per day = #6 ÷ 21 working days.

SAMPLE INVOICE

COMMUTE-A-VAN INVOICE

Form 12221-PWO

Billing for Month of:	Amount Due by the
	\$

Pool No.	Pool Area	Passenger Name			
Pool Coordinator (Print)		Passenger Street Address			
Oste		Clt.	Main Acct.	Sub Acct.	Project Number
		1	0299	921	

METHOD OF PAYMENT:

Issue your check payable to MINNESOTA MINING AND MANUFACTURING COMPANY

ST. PAUL — Mail your check with White copy of invoice to CASHIER - 42-5C; or pay Cashier in Building 220 or 224.

BRANCH — Give your check to the Branch Cashier.

COPIES: WHITE — Attach to Payment
CANARY — Passenger

VAN POOL PROGRAM
Estimated Costs

DIRECT OPERATING EXPENSES - Lube, Wash and Miscellaneous

Assume: Lubrication, oil change & filter @ 4,000 miles
 Wash at \$2.00 each for 26 annually
 Transmission fluid change @ 35,000 miles
 Rear end fluid change @ 50,000 miles
 Miscellaneous and unforeseen per 10,000 miles

<u>Daily Round Trip Miles</u>	<u>Total Miles (4-years)</u>	<u>Total Costs (4-years)</u>	<u>M</u>
20	20,160	\$313	
30	30,240	366	
40	40,320	389	
50	50,400	471	
60	60,480	524	
70	70,560	570	
80	80,640	629	
90	90,720	681	
100	100,800	724	

DIRECT OPERATING EXPENSES - Fuel

Assume a pump price on gasoline at 55¢ per gallon, miles per gallon at 10, and a 252 work day year.

<u>ROUND TRIP MILES</u>	<u>ANNUAL MILES</u>	<u>GALLONS GAS</u>	<u>ANNUAL COST</u>	<u>MONTHLY COST</u>
0	5040	504	\$ 277.20	\$ 23.10
0	7560	756	415.80	34.65
0	10080	1008	554.40	46.20
0	12600	1260	693.00	57.75
0	15120	1512	831.60	69.30
0	17640	1764	970.20	80.85
0	20160	2016	1108.80	92.40
0	22680	2268	1247.40	103.95
0	25200	2520	1386.00	115.50

DIRECT OPERATING COSTS - Tires Original Tires 15,000 miles
 Replacement Radial Belted 30,000 miles

<u>Daily Round Trip Miles</u>	<u>Total Miles (4 years)</u>	<u>Total Costs (4 years)</u>	<u>Monthly Costs</u>
0	20,160	\$ 260.00	\$ 5.41
0	30,240	260.00	5.41
0	40,320	260.00	5.41
0	50,400	520.00	10.83
0	60,480	520.00	10.83
0	70,560	520.00	10.83
0	80,640	780.00	16.25
0	90,720	780.00	16.25
00	100,800	780.00	16.25

Administration	6	6	6	6	6	6
Cost	105	105	105	105	105	105
tion *	25	25	25	25	25	25
Fixed Costs	305	307	308	311	312	316
Costs	52	70	87	104	122	156
Total	\$ 357	\$ 377	\$ 395	\$ 415	\$ 434	\$ 472
Fare	\$ 45	\$ 47	\$ 49	\$ 52	\$ 54	\$ 59

figured from driver's residence. Routing for all pick up or van pool members to destination point return.

When pool members will pay same fee with exception of driver.

On a month of administration cost will be put into a contingency fund to be utilized when the van is not operating at full capacity.

Formula for Determining

Operating Costs

Number of miles round trip
x 260 working days x .08c
per mile divided by 12
months = monthly operating
costs.

sy: Commuter Transportation Services Inc.

TABLE I

ESTIMATED COSTS OF COMMUTING BY VAN,
BY LENGTH OF WORK TRIP

Round Trip Commuting Distance In Miles	Passengers Pay		
	Annual Costs	Monthly Costs	Daily Costs
20	\$264	\$22	\$1.10
30	343	29	1.40
40	398	33	1.60
50	464	39	1.90

Source: Appendix Table II-C

C. Selecting the Personnel to Run the Program

First and foremost, it is essential that one executive at your company be designated to be the executive in charge of the vanpool program. Ideally, if you are reading this section carefully, you may well be that individual. As stated previously, there is no one department from which executives who have run successful vanpool programs have come. Remembering that transportation expertise is not essential, that administrative expertise, creativity, and enthusiasm for vanpools are, this individual could now be in any one of a number of areas in your company. The following list of functional areas does, however, indicate the kind of departments from which executives in charge of vanpool programs have come:

- . Chief executive's office
- . Engineering
- . Transportation
- . Insurance
- . Legal
- . Office Administration
- . Public Relations
- . Personnel
- . Controller's office

is even more critical about examining this list is that it provides a constant "checklist" during the time when a vanpool program is being organized. The reason is that this list covers the various departments who logically have an interest in the structure/operation of a vanpool program, as well as its ultimate degree of success. It is essential to seek the advice, support, and some degree of involvement from representatives of each of these departments.

First, the executive in charge of the vanpool program ... regardless of her own background ... must insure that the concerns of these other departments are reflected in the structure of the vanpool operation, and that the personnel from these areas have each made their proper contribution.

These functional inputs have been made available to, a management individual, with the proper secretarial/administrative support, will be able to monitor the vanpool program efficiently. And obviously, the amount of secretarial/administrative/office assistance is moderate.

As detailed, the vanpooling concept is to most employees a very new concept. As such, it requires the fullest and most complete type of explanation in order to thoroughly familiarize employees as to its practicality, convenience, and economy.

Even among employees already participating in carpools, the vanpooling idea is sufficiently different to require full explanation.

Information to employees within the company should carry the full endorsement of the chief executive officer of the company and all other required top management. The importance of Management support must be emphasized sufficiently in establishing key priorities for successful vanpool programs.

Quite simply, where there is top management support and contact, a vanpool program should flourish -- with all the attendant benefits to the company and its employees. When this support and interest are absent or faintly perceptible, then the typical vanpool program will not succeed.

An activity such as vanpooling is a new habit mode. In most cases the employee cannot immediately perceive the benefits that can accrue directly to himself/herself; and more indirectly those benefits which can accrue to the company.

management approval is critical in convincing employees that participation in vanpooling can be a worthwhile and professional activity which the company looks favorably upon.

With an initial endorsement may go a long way in convincing the potential employee and indicating company approval. Such endorsement can mean the difference between halfhearted enlistment and wholehearted company participation.

Further, top management endorsement can provide the necessary approval to assure the complete support of all necessary service departments -- including Recruiting, Personnel, Transportation, and others.

The following are some suggested elements for information to sell vanpooling to employees:

-- Initial memorandum/questionnaire

Prior to the initial survey, a memorandum should be prepared for the purpose of introducing the subject of vanpooling to all employees. It should be endorsed and/or signed by the chief executive officer or his counterpart at the particular company facility. It should give a full explanation of what vanpooling is all about and whom in the company the employee should see to inquire as to more information re. vanpooling. This initial memorandum should have attached a questionnaire requesting information as to the employee and his/her ride-to-work habits. The memorandum

or it can be directed to a specific group of employees pre-screened on the basis of a check of personnel records to determine employee residential location clusters.

-- Posters

Posters encouraging the vanpooling idea and having "tear-out" sign-up should be posted in key employee traffic areas such as the company cafeteria to allow maximum exposure during the initial period of employee sign-up.

-- Employee Posters/Paycheck Stuffers

A simplified explanation of the vanpool idea in the form of a 4-page folder could be utilized by the company in a semi-regular mailing or reproduced as a paycheck stuffer to further promote the idea among employees.

-- Company Newspaper Announcements

The company newspaper can be a vital medium in communicating the value of vanpooling to the employee. Newspaper advertisements should be placed in the company newspaper at the inception of the program and throughout to maintain interest.

-- Loudspeaker Announcements

To further promote the vanpool idea, announcements expressed through loudspeakers at company events and throughout the day can be effective.

A number of successful vanpool companies have offered incentives to stimulate employee participation that have been extremely helpful:

- 3M offers special recognition and citations, and a free demonstration ride period.
- Conoco awards participants introductory "free rides" of 1-4 weeks. It has also arranged with the highway department for special lanes and reduced tolls for vans. A vanpool "Newsletter" is published to stimulate interest.
- Cenex has encouraged carpoolers to try vans free of charge on a 3-week trial basis.

All of the above materials can be adapted to particular company needs. In addition, these suggested materials and the vanpooling idea itself may well provide additional opportunities for promotion of vanpooling within the company that have not been suggested here. It is important that each company promote the vanpooling idea in a manner that is consistent with the tonality in which the company is used to speaking to its employees.

Incentives can be the key element in beginning the employee on a habit that will maintain. Because as shown -- vanpooling trial almost invariably results in staying with it.

A basic requirement for a successful vanpool program organization is the pinpointing of potential pool members and driver/co-drivers and "pitching" them to form a pool group. This data re. potential drivers and their residential proximity can be collected. The key point is to insure that certain essential features, such as home location, work location, and work shift times,

this information can then be sorted so that potential pools can be identified.

Group of Existing Files

If a company is large and has an employee computerized data base, the data can be sorted by zip code, work shift, and work site location. This is sufficient where the zip code areas are very small, the distances are very long, or the personnel department can break the data into smaller residential groupings.

Special Surveys

A second approach for grouping of employees is through a special survey adapted for pooling purposes. In addition to generating the usual destination -- work time data, the survey can be used to generate information that may be helpful in identifying potential pool members and specifying the extent of employee interest.

E. Organizing the Vanpool Groups

A basic requirement for a successful vanpool program organization is the pinpointing of potential pool members and driver/coordinator "matching" them to form a pool group. This data re. potential members and drivers and their residential proximity can be collected in several ways. The key point is to insure that certain essential data is included, such as home location, work location, and work hours or "shift" times.

This information can then be sorted so that potential pool members can be identified.

Use of Existing Files

If a company is large and has an employee computerized data base, this data can be sorted by zip code, work shift, and work site location. If this is sufficient where the zip code areas are very small, the distances are very long, or the personnel department can further divide the data into smaller residential groupings.

Special Surveys

A second approach for grouping of employees is through a survey specifically adapted for pooling purposes. In addition to generating the data for destination -- work time data, the survey can be used to provide information that may be helpful in identifying potential drivers and specifying the extent of employee interest.

the nucleus for the expansion of vanpools. The surveys also perform a major function of stimulating discussion and employee interest. Ideally, to capitalize on this momentum, the vans should be started within 3 - 6 weeks of the time the surveys are collected. The surveys will vary widely but a sample is included in Exhibit IIIa and IIIb.

Map Selection

The most difficult part of any survey procedure is determining a method of locating and referring home location. Several techniques are available, including: a) zip code analysis, b) maps with residential "grid" overlays, or c) a simple list of major residential areas or possible "pick-up" points. Any system will work well if it is understandable to the executives using the technique, as well as to the employees responding.

One very excellent approach is the selection of a standard commercial map with grids of approximately 1 mile square for locating individuals that live within 15 miles of the work site. The size of the map will be determined primarily by what is readily available rather than an exact formula. Areas outside of the map can be identified by listing places where people could gather at "pick-up" points, such as municipal buildings, rural communities, or shopping centers.

Each of these remote areas should be given a separate and distinct identification number. The extent to which these gathering places are categorized will depend upon the distance that people commute, but in most cases will approach 50 to 60 miles from the work site.

identifying areas between 15 and 60 miles from the work

The 5 - 15 mile trips will be of special interest to ca
will be a welcome spin-off if the data is collected.

After an area has been selected, all employees in that area who have indicated an interest in becoming drivers/coordinators should be interviewed.

A committee within the company should be set up to select driver/coordinators. It should be noted here that there is no more vital function in the vanpool program than that of the driver/coordinator. The driver/coordinator inevitably not only becomes the driver but a pivotal force in terms of maintaining the enthusiasm of the van riders, the overall attitude of the pool, and the efficiency with which it is run.

In addition to the overall "strategic" responsibility of helping to develop and maintain the maximum level of van ridership on his route, there are a number of key responsibilities which must be delegated to the vanpool driver/coordinator. It is essential that these responsibilities be clearly defined by the executive in charge of the vanpool operation. Conversely, it is critical for the vanpool driver/coordinator to understand them clearly. An important aspect of the formalization of the driver/coordinator function is represented by the driver/coordinator agreements, which each driver/coordinator will be asked to read and sign. (See Exhibit Va & b.)

Based on our review of this area, with successful vanpool companies, we recommend that the following specific areas be specified as the pool coordinator's responsibilities:

1. Driving the van to and from the company's work site, and picking up/discharging the passengers on schedule.

needed.

3. Keeping the level of van occupancy at or above the established minimum of 8 paying passengers (as defined in Section III.C.)
4. Working to train sufficient back-up drivers to absolutely insure daily operation of the van.
5. Providing adequate overnight parking of the van to insure its reliability in the event of severe weather.
6. Collecting and dispensing fares to the appropriate person of your company, unless your company chooses to have passengers pay their fares directly to the company.
7. Keeping formal, written records of the vanpool's

In order to reward the driver/coordinator for assuming his share of a special effort should be made to motivate him with additional incentives including the following:

- ... Free ride.
- ... Monetary incentive by allowing him to keep the fare of the 9th, 10th, and 11th passengers, which can potentially amount to about \$100 (if the van is running at full capacity).
- ... Status and special recognition within the company.
- ... Personal use of the van after working hours, on a non-reimbursed cost basis.

agreements which have been established by companies with already-existing vanpooling programs. It is imperative in initiating the program that a vanpool coordinator agreement be developed for the company and signed by each appropriate driver.

Remembering that the role of vanpool driver/coordinator should not interfere with this employee's basic functions, the paperwork burdens on the individual should be kept to a minimum. The forms shown in the exhibit have been used by successful vanpool companies, and are representative of the proper scope of the administrative responsibilities of the driver/coordinator. Exhibit VIa is a list of riders. Exhibit VIb is a sample expense voucher. Exhibit VIc is a sample invoice. Of course, these forms may be modified to suit your needs.

Provisions should also be made for one rider in each pool to be designated as a back-up driver. This person should meet the same basic qualifications and reliability standards as the regular driver/coordinator. The function of this back-up driver would be to guarantee the operation of the van in the event that the regular driver/coordinator is ill. They also provide an excellent source of future, primary driver/coordinators.

G. Vehicle Acquisition

The major decisions to be made in the area of vehicle acquisition co

- . Type of van
- . Equipment options
- . Financing arrangements (purchase vs. lease)

... Type of Vehicle Vehicle selection involves meeting s
requirements and deciding the number and kinds of con
items that the riders will be willing to pay for in t
structure. If the vehicle cost is covered by 8 rider
vehicle is depreciated over a 4 year period the cost
covered by 384 months of individual fares (8 passenge
months.) Higher occupancy rates naturally reduce ind
fares; however, estimates should be made on a conserv
basis. At 8 passengers per van, each additional \$1,0
vehicle cost will be reflected in a monthly fare incre
\$2.60 per passenger, or \$.12 per day. In evaluating
of comfort/convenience options, decisions should be m
the basis of whether or not consequent fare structure
significantly below current transportation mode costs
to be certain to elicit maximum employee participation

- . Basic Unit. Vans are becoming more and more t
the roads and are easily recognized by their s
shape. They are bigger than limousines, small
pick-up trucks, and carry from 12 to 15 passen

vehicles are built on 1/2, 3/4, and 1 ton truck chassis. The 12 passenger unit is available in either a 3/4 or 1 ton chassis. The 15 passenger is only available in the 1 ton chassis. In general the following specifications are suggested as minimum requirements:

- 12 passenger deluxe van with custom interior, carpeting, etc.
- 350-360 cubic inch engine
- Front and rear air conditioning and heating
- Tinted glass all around
- 3 speed automatic transmission
- Power steering and power brakes
- Radio with rear seat speakers
- 8.75 x 16.5 8 ply tires or equivalent
- Outside low mount mirrors

... Equipment options

- . Safety items. It is essential that all vans be equipped with
 1. Seat belts
 2. Fire extinguisher
 3. First Aid Kit
- . Comfort and convenience items.
 1. Front and rear heater and air conditioning units are necessary to passenger comfort. Each manufacturer has a rear unit complement with separate heat exchanger and blower to provide for additional capacity.

are few and far between at the moment; however, this can be expected to change as potential operators become aware of the new market opportunities, and gain the will to incur the cost of doing the developmental work needed to establish vanpool programs.

As dealer leasing firms begin to be attracted to this market, they will become equipped to provide a full range of services. Ultimately, third party organizations will include a variety of leasing firms, taxi or bus companies, car rental agencies, and computer firms which can provide employee matching services.

H. Route Selection

Successful functioning of a vanpool program can be enhanced by the implementation of efficient routing. Basic to a good routing system are considerations of time, cost, passenger compatibility and the domestic location of the coordinator.

... Time. Minimizing the time required to complete the commute can be accomplished by:

- . Providing reserved parking spots near the plant entrance so that employees can load and unload quickly, and exit the lot without delay. Other employees can walk to their cars.
- . Using exclusive lanes to avoid bottlenecks.
- . Selecting driving routes to minimize time and distance.
- . Establishing a passenger mix so as to decrease pick-up and drop-off time.

- ... Cost. Cost of riding is influenced by the length of the route. 5 mile/day increase in route length will increase monthly costs by approximately \$10.30 per van. A balance should be sought between time and distance minimization.
- . A utility ratio has been devised by 3M to define the limits on route deviation:

$$U = \frac{\text{Pick Up Time (min)}}{\text{Line Haul Time (min)}}$$

Generally, this rate should not exceed 1.

- ... Passenger compatibility. Under certain conditions it might be considered more effective to lengthen the route so as to assure that compatible individuals are pooled in the same van.
- ... Domestic location of driver/coordinator. Route selection can often begin with the driver and be developed as necessary to obtain the required number of riders. Once a general grouping has been established, the driver should be given the opportunity to "fine tune" route based on his own special needs and those of the riders.

Labor and Union Considerations

Union involvement will be dependent upon local conditions. Pooling programs allow an excellent opportunity for company-union cooperation which benefits both groups without incurring cost on either side. In one of the successful programs to date, a steward of a professional union was the driving force behind vanpool implementation. The company has since reassigned to promote the program company-wide at all locations. The key is to find a committed individual who can gain the trust of the employees and management.

J. Establishing Insurance Coverage

It is extremely difficult to specify the amount of insurance needed for "adequate" coverage. This will depend upon whether the employee is covered under worker's compensation or the company's medical program, the size of the company and family obligation of the riders, average load factors, and local insurance practices. Currently policies range from \$300,000 to \$10,000,000. It would be best to solicit counsel from a competent insurance agent.

Since vanpool programs are so new, most insurance agents are not able to classify and rate vanpool programs. Until the problem is clarified, the following approaches should be taken to obtain reasonable cost insurance.

- ... Develop a vigorous program of driver selection including a check of physical, accident free driving record, stable and reliable driving history, and holder of a valid chauffeur's license.
- ... Find an agent who will "sell" the program to an insurance company. This is necessary since most insurance companies assume a "worst possible circumstance" when considering a new business. The exposure is not well-defined. The agent's role is to find a classification closest to describing the "exposure" experienced by the vanpool program and then explain that the vanpool program has safer vehicles, and thus "lower exposure" than the existing classification so that the program can be sold to the insurance company at a lower premium.
- ... Discuss coverage with the company's current insurance agent. The aim toward possibly including the vans under the corporate policy. This practice has been followed by a number of companies with vanpooling programs.

vanpool insurance is new to the insurance companies. In absence of additional information, they assume unsafe vehicles, irresponsible driver, and 12 - heads of families exposed to accidents 24 hours a day. The burden of proof is on the driver and company to prove that the vanpool program uses safe vehicles, has better-than-average drivers, operates a limited period each day and therefore should be in a low risk category.

The Insurance industry is, however, studying this entire subject of special insurance for vanpools and is increasingly aware of the importance of this area.

Ascertaining Regulatory Compliance

Vanpooling is a new regulatory issue and must be faced as such. Traditionally, vehicles carrying more than 6 to 8 passengers "for hire" have been regulated by Transit Authorities at the local level, Public Service Commissions at the state level, and the ICC at the National level. During 1975-1976, seven states have changed state laws to exempt vanpool programs from state regulation. On December 22, 1975, Congress passed the Energy Policy and Conservation Act which required that all states have viable carpool and vanpool programs to be eligible for funding under the transportation section of that Act. The Federal Highway Act passed in 1976 provided permanent funding for vanpool programs. Consequently, other states will probably exempt vanpool programs during the next year.

Even if a state does not exempt vanpool programs from state regulatory requirements, it should be relatively easy for a company to obtain operational authority for the program until legislation is changed. The problem with

insurance due to the increased common carrier liability; it becomes too costly to change routes, schedules and fares: and the time required to work with the regulatory procedure creates an undue burden on part-time operators. Many states recognize this and authorize lower class permits or temporary permits until these problems can be resolved.

Each company implementing a vanpool program should:

- . Contact the city or state transit authority (whichever has jurisdiction) to present the program and seek permission to operate.
- . Contact the state Public Service Commission to seek a waiver or modification of rules.
- . Write to the Interstate Commerce Commission requesting a waiver of the motor carrier permit if involved in interstate travel.

If any difficulties are encountered, contact existing vanpool operators for suggestions. The difficulties at this point are more a lack of knowledge on the part of the regulatory bodies than actual public policy.

L. Determining Licensing Requirements

The major licensing consideration is whether or not the vehicle is "for hire". If a permit must be obtained, then the vehicle will probably have to be registered, licensed and insured as a "for hire" vehicle. If a waiver is received then it may qualify as a "not for hire" vehicle. Each state has different laws and rules and must be checked individually. Generally speaking, the "not for hire" non-regulated, private vehicle is the least and is easiest to promote in a successful vanpool program.

On the other hand, the more exclusive the licensing of the driver and

re rigorous the inspection and maintenance of the vehicle, the lower the
cost of insurance and the more acceptable the program.

IV. EMPLOYEE BENEFITS OF VANPOOLING

A. Financial Benefits

The financial benefits to employees from vanpool participation probably the single most potent incentive for persuading employees to join the program. In most of the successful vanpool companies this incentive has been identified as the most powerful stimulus for joining the pool.

Employees who ride in a van pay a fare calculated to cover (in combination with the fares of the other participants) both the fixed and operating costs of the van. For all practical purposes this constitutes the only substantive expense of getting to and from work for the vanpool rider. This fare is almost always less than the costs of operating a car.

A specific example is that of 3M where the fares typically range from \$25 to \$40 per month. (Earlier in this document, the procedure for fare calculation was detailed.) This fare range represents dramatic savings over the employee's monthly cost of operating her own car. The degree of savings will vary, of course, depending on the size of the car, length of trip, etc.

Exhibit III A (see next page) details the monthly cost comparison of a single auto commuter trip as opposed to the cost of participating in a vanpool. Individual costs on a 30 mile route come to \$60.66 per month which compares to passenger fares of \$22 per month for the same route resulting in a savings of just under \$39 per month. As route

AVERAGE MONTHLY DRIVING COSTS

VS

VAN POOL FARES

Average Incremental Automobile Driving Costs Per Month

<u>Fuel</u>	<u>Lube Oil</u>	<u>Tires</u>	<u>Tune Up</u>	<u>Other</u>	<u>Park</u>	<u>Total</u>	<u>Fare</u>	<u>More (Less)</u>
21.00	\$0.79	\$2.52	\$1.92	\$0.88	\$20.00	\$ 47.11	\$20.00	(\$27.11)
31.50	1.18	3.78	2.89	1.31	20.00	60.66	22.00	(38.66)
42.00	1.58	5.04	3.85	1.75	20.00	74.22	24.00	(50.22)
52.50	1.99	6.30	4.81	2.19	20.00	87.79	26.00	(61.79)
63.00	2.36	7.56	5.78	2.63	20.00	101.33	28.00	(73.33)
73.50	2.76	8.82	6.74	3.06	20.00	114.88	30.00	(84.88)

ons

ork day month (includes 10 holidays per year)

iles per gallon @ 60¢ per gallon

ication and oil change every 8,000 miles @ \$10.00 each

ace tires at 25,000 miles @ \$150.00 per set

up every 12,000 miles @ \$55.00 each

ellaneous maintenance (Other) @ \$25.00 per 12,000 miles

ing

increase, the differential between individual driving costs and passenger fares expands dramatically, so that on a 60 mile trip, the savings become \$73 per month, and on a 70 mile route the savings exceed \$84 per month. General Mills has annualized the cost savings in Exhibit III B (see next page). On a 20 mile trip passenger *minimum* savings range between \$18.00 and \$123.48 annually. This savings range rises to \$140.18 - \$323.19 on a 35 mile route.

Reduced Wear on the Employee/Vanpooler's Personal Car

The enormous savings potential available to employees through vanpool participation derive from two basic areas:

- . "Out-of-pocket" savings based on reduced monthly commutation costs.
- . Savings associated with the "Second Car" needed to drive to work.

An important aspect of the "Second Car" benefits is the fact that vanpool participation will radically reduce the wear on the employee's second car. For most "two car families", one of the basic reasons for the necessity of two vehicles is that one *must* be used every day to get to work. This puts significant mileage on this vehicle, and usually accounts for the bulk of the family's total driving mileage.

Besides the basic wear induced by the obvious demands of mileage, there is another factor that tends to put exceptional strain on the "ride to work car". This is the fact that, normally, the employee's car must be

used regardless of:

- . Improper mechanical functioning
- . Severe weather

If there is a mechanical problem with a car such as low tire pressure, bad engine timing, poor starting, etc., the urgency of getting to work usually causes the employee to use the improperly functioning car anyway. Needed repairs are postponed. Thus, needed maintenance is frequently left until the weekend, or until the mechanical problem has escalated into an emergency.

Of course, if an employee is a member of a vanpool, this problem and abuse on his or her second car is eliminated. The use of the second car tend to be "elective", and usage during periods of mechanical difficulty can be postponed. Thus, wear and tear on the vehicle is reduced substantially.

The other aspect of vanpool participation that can save wear on the second car is reduced exposure to the hazards of severe weather. If the employee's second car is the means of getting to and from work, severe weather conditions must be encountered. If the employee is a vanpool member, the second car is not likely to venture out in severe weather if it is restricted to recreational uses.

C. Potential Elimination of the Need for a Second Car

In addition to reducing wear on the second car, vanpooling has the potential for completely eliminating the need for the vehicle.

(as mentioned in Part 1 "Financial Benefits"). To this extent, normal savings in monthly personal car operating costs, the lower van fare, and the eliminated upkeep on a second car must be perceived as a possible incentive.

In most cases, the employee is paying off an auto loan to cover the cost of the second car. If the sole or primary reason for the ownership of the second car is transportation to work, regular vanpool participation can allow the employee to sell the second car. Therefore, all of the employee's monthly payments associated with vehicle ownership (loans, insurance, etc.) can be saved. The sum will usually be well in excess of the savings of monthly car operating costs over the vanpool fare. This is, of course, a substantial employee benefit.

To underscore these opportunities to eliminate/reduce usage of the second car, refer to the comments of 3M employees included in Appendix Exhibit D.

Convenience

Vanpools not only match many of the conveniences of the personal car but offer additional attractive features:

- ... Vanpoolers generally get door-to-door pick-up and delivery on a predetermined schedule agreed upon by vanpool members.

- ... Vanpoolers do not have to be concerned with driving

- ... Vanpoolers are spared the trouble of long walks (after parking) to the main building, as they are let out at the entrance door. These post-parking walks are very tiring in bad and dangerous weather conditions.
- ... If the personal car breaks down, an employee has to borrow his wife's or a friend's car. Such a need does not arise with vanpooling, as a back-up van or other employer service would be available in emergencies.
- ... Riders can enjoy the feeling of coming to work fresh and relaxed, without having been subjected to the tensions and aggravation of driving in traffic.
- ... When equipped with air conditioning, reclining seats, reading lights, radios, and other extras, vans offer the opportunity of riding to work first class.

E. Travel Time Savings

The time spent in picking up fellow passengers may be offset by savings in travel time through:

- ... Roadway priorities often accorded to vanpools/carpools, such as special lanes.
- ... Reduced traffic congestion at rush hours, especially at company entrance/exit lanes.

Elimination of Parking Concerns

pooling employees' parking concerns become a thing of the past,
cause:

- ... Vanpools eliminate all parking-related problems and worries.
- ... Vanpools are accorded the convenience of special (privileged) parking areas close to the office building or the plant.
- ... Where possible, vans receive preferred entrances/exits into parking lots.

Constructive Use of Commuting Time

travelling time now could be used for:

- ... Working or reading newspaper,
- ... Planning the day,
- ... Recreational games or talking to fellow passengers,
- ... Getting to know fellow workers,
- ... Listening to the radio, or
- ... Just relaxation and rest.

Vanpoolers - A Status Group Within The Company

Vanpoolers could be accorded special recognition within the company
through:

- ... Recognition in company newsletters.
- ... Discount tickets to shows and sporting events.
- ... Specially marked parking areas, such as "For Silver Spring Vanpool Only", etc.

I. An Appeal to Social Conscience And Patriotism

The vanpooler's contribution to important national problems:

- ... Need to save fuel.
- ... Need to decrease our dependence on foreign oil and consequently reduce our vulnerability and bolster national security.
- ... Need to save flight of dollars and jobs to foreign lands.
- ... Need to reduce traffic congestion.
- ... Need to reduce air pollution and improve our home and work environment.

J. Provisions For Mid-Day Travel Needs

Employee concerns about their mid-day travel needs could be

- ... Making vans or company fleet cars available (on a mileage cost basis) for vanpoolers for lunchtime errands and other needs, such as shopping and doctor

... Available shuttle bus (or van) service to shopping centers.

For these reasons and many others, companies find that once becoming vanpoolers, most employees stay with the vanpooling program. Even the skeptical initiates are favorably impressed and most become loyal vanpool regulars in a very short time. To sum up, it is a program which can insure loyal and continuing employee participation.

To sell vanpooling to employees, employers must communicate accurate and documented information on the benefits of vanpools. When employees understand these benefits, and see management's commitment to vanpooling, a substantial number of them will participate. The economic justifications for vanpooling are compelling enough, but documentation suggests that the reasons for its widespread success supersede mere financial motivations. Employees like it. They find it comfortable and convenient. They are willing to pay for it. (See 3M employee comments - Appendix Exhibit X D.) Their morale, efficiency and sense of company identification are increased by it. To this end and more, the company benefits. Its image is enhanced. And the nation benefits from the effort of corporate America.

V. WHERE TO SEEK ADMINISTRATIVE AND TECHNICAL ASSISTANCE

The intention of this document ... Vanpool Implementation Manual is to provide a relatively complete guide for establishing a successful program. There is no way, however, that it can solve every single and special situation that may arise. Undoubtedly, the executive of your vanpool program will have specific questions, or will desire clarification on many aspects of vanpooling.

Compact	\$1,052.93	4.00c/mile	\$255.02	\$1,208.95	\$498.33	\$1,742.98	\$1,566
Intermediate	\$1,244.65	5.650c/mile	\$284.76	\$1,529.41	\$498.33	\$1,742.98	\$1,566
Standard	\$1,387.00	5.950c/mile	\$299.88	\$1,686.88	\$524.79	\$1,911.79	\$1,649

Derived from "Your Driving Costs", 1974 Edition, American Automobile Association, Falls Church, Virginia

ESTIMATED COST SAVINGS TO PASSENGERS IN GENERAL MILLS COMPUTER VANS

Round Trip Length	Annual Van Fare	Annual Auto Operating Cost	Annual Auto Total Cost	Minimum Annual Savings *
20 Miles	\$176.40	\$ 195.30-\$ 299.88	\$1,115.10-\$1,686.88	\$ 18.90-\$ 123.48
35 Miles	\$201.60	\$ 341.78-\$ 524.79	\$1,261.58-\$1,911.79	\$140.18-\$ 323.19
110 Miles	\$415.80	\$1,074.15-\$1,649.34	\$1,993.95-\$3,036.34	\$658.35-\$1,233.54

* If former work trip car is retained.

** If former work trip car is sold.

ESTIMATED COST SAVINGS AND INCOME FOR DRIVERS IN GENERAL MILLS COMPUTER VAN PROGRAM

Round Trip Length	Profit 10-11th Fares	Free Fare	Total Auto Savings	Total Savings a
20 Miles	\$352.80	\$176.40	\$ 938.70-\$1,510.48	\$1,467.90-\$2,
35 Miles	\$403.20	\$201.60	\$1,059.98-\$1,710.19	\$1,664.78-\$2,
110 Miles	\$831.60	\$415.80	\$1,578.15-\$2,620.54	\$2,825.55-\$3,

COMMUTE-A-VAN PILOT PROGRAM

Questionnaire

RETURN TO: M.D. Hill - 224-12 - Transportation Dept.

(last) (first) (middle initial)

Address is

R.F.D. No.

State Zip Code

in 3M Building

Interested in participating in pool number (Circle one only)

- St. Paul 4 - Bloomington-Edina
- eville 5 - Stillwater
- y Richmond, Wis. 6 - Cottage Grove-Newport

Interested in becoming a: (Circle one only)

- Coordinator
- pick-up Driver
- passenger

Usually get to work by: (Circle one only)

- Driving car alone
- Driving car with passengers
- Taking turn in driving for car pool
- Driving in car pool
- Being dropped off at work
- Driving bus

Use car during working hours. (Circle one only)

- Freedom
- frequently

Would be classified as: (Circle one only)

- Office
- Supervisor
- Management
- Laboratory
- Production

4	5	6	7

Number

For Official Use
Only

10	11	12	13	14

15	16	17

18	19

20	21

22	23

24	25

26	27

1. Name _____

Address _____
(Street, not post office box) (Suburb)

Business Extension _____ Mailing Location _____

2. Please check one (1):

- _____ I am certain I wish to participate under the conditions described in this memo.
_____ I believe I want to participate, but need more information before making a positive decision.
_____ I wish to be put on a "reserve" list as willing to participate only part time or as a substitute.

3. Please check one (1):

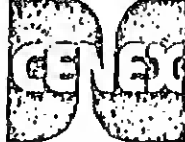
- _____ I intend to participate year round; both summer and winter.
_____ I wish to participate only during the winter.
_____ I wish to participate only during the summer.

4. I wish to participate as a: _____ Pool Coordinator.
_____ Back-up Driver.
_____ Passenger.

5. I now commute to work by: _____ Driving alone.
_____ Carpool.
_____ Dropped off.

RETURN TO KAY DESHLER - CORPORATE TRANSPORTATION - 55 WEST

Courtesy: General Mills



Employees of the Concord Street Complex

Arp - Public Relations Division

shortages are upon us. Throughout the United States more people are coming to the full realization that it's about an energy crisis in the United States not scare tactics but facts.

had all of the cooperatives it serves throughout the area on an allocation basis for most refined since late last fall. We don't foresee much of an end to the situation for at least three years -- never.

shortage situation, we are looking at several ideas such as car pools, Commute-A-Van, etc. to help relieve the shortage but to ease the parking and traffic congestion in the home office area.

your cooperation can we institute a program that is beneficial to those who are interested in participating. Would you please complete the attached form and return to the Public Relations Division as soon as possible. We would appreciate your completing even if you would not be interested in a program. All information will be helpful.

advance for your cooperation. If you have any questions at all, please feel free to contact me.

W. Arp

urn to: John Arp - 115 - Public Relations

Name _____
(last) (first) (middle initial)

My home address is:

Street or F.F.D. No.

(city) (state) (zip code)

I would be interested in participating in pool number:
(Circle one only)

- | | |
|--------------------------|-----------------------|
| 1. Cottage Grove-Newport | 5. St. Paul |
| 2. Hastings | 6. South St. Paul |
| 3. West St. Paul | 7. Burnsville-Mendota |
| 4. Inver Grove Heights | 8. Other _____ |
| 9. None (location) | |

I would be interested in being a: (Circle one only)

1. Driver 2. Back-up driver 3. Passenger 4. None

I normally get to work by: (circle one only)

1. Driving car alone
2. Driving car with passengers
3. Taking turns in driving for car pool
4. Riding in car pool
5. Being dropped off at work
6. Riding bus 7. Other _____

I need a car during working hours: (Circle one only)

1. Frequently 2. Seldom 3. Never

My working hours are: (Circle one only)

1. Much the same every day 2. Varied occasionally
3. Varied frequently

My job would be classified as: (Circle one only)

STANDARD CONTRACT DRIVER

work address. Example: Is it a Street (St.), Road (Rd.), Avenue (Ave.), etc.? Provide apartment (Apt.) number when applicable.

City

Number, Street, (Apt. No. if Applicable)

City

Check only one: ☐ Los Angeles ☐ Orange ☐ Riverside ☐ San Bernardino ☐ Ventura

Number and Street

City

City

Begin Work: Hour Minutes Check One: a.m. p.m. Leave Work: Hour Minutes Example: Show 8:00 a.m. as Hour Minutes a.m. ☒ and 4:30 p.m. as Hour Minutes a.m. p.m.

Home, Work, or Other (Forms without a phone number cannot be processed)

If home phone, check here: (Circle your Area Code) 213 714 805

Use Only

Phone Number

Location within company

Bldg., Room, or Mail

Employer Identification (Supplied by Employer)

becoming a: ☐ Van Pool Coordinator/Driver ☐ Back-Up Driver ☐ Passenger
to work by: ☐ Driving car alone ☐ Driving car with passengers ☐ Taking turn in driving for car pool
☐ Being dropped off at work ☐ Riding bus
et does your job require? ☐ 1-3 Days a Month ☐ 3-5 Days a Month ☐ Over 5 Days a Month
e classified as: ☐ Office ☐ Supervisor ☐ Management ☐ Laboratory ☐ Production

To be completed if you are applying for a Driver or Back-Up Driver

Driving record? List any chargeable accidents or moving violations during the past 3 years - this will be continued

experienced in automobile repair? ☐ Yes ☐ No If yes, to what extent?

reasons for wanting to drive a van?

backing space for vehicle: ☐ Garage ☐ Carport ☐ Driveway ☐ On-Street Parking ☐ Other

COOPERATIVE AGREEMENT FOR COMMUTE-A-VAN PROGRAM

The Commute-A-Van Program shall be in effect beginning on the date this Agreement is signed by Minnesota Mining and Manufacturing Company, hereinafter called 3M, and continuing thereafter until terminated by either party giving the other party a written termination notice. Said termination shall be effective thirty (30) days after receipt by the other party of the termination notice. The Pool Coordinator shall be the primary driver of the van pool during the term of this Agreement.

It is agreed that the following are the Pool Coordinator's responsibilities for operation of his Commute-A-Van:

1. Maintain required state driver's license for driving a van.
2. Drive the van to and from a 3M installation and pick up and discharge the passengers.
3. Keep the pool at or above the minimum of eight (8) paying passengers.
4. Arrange for service and maintenance of the van and clean the van as needed.
5. Train sufficient backup drivers to insure daily operations of the van pool.
6. Supply a place for overnight parking of the vehicle in a garage or with a place to plug in an engine heater.
7. Keep a record of the van's pool operations which record shall be kept in a manner reasonably satisfactory to 3M.

3M agrees to supply the Pool Coordinator with a 12-passenger van, assistance in forming and maintaining a minimum of eight (8) passengers in the van pool, and any other assistance reasonably required for the functioning of the van pool.

3M also agrees that the Pool Coordinator may retain any funds received from passengers in excess of the required minimum of eight (8) passengers and that he may use the vehicle during off hours at a rental rate of _____ per mile to be based on the actual costs incurred by 3M including, but not necessarily limited to gas, oil, maintenance and insurance. 3M also agrees that the Pool Coordinator may make the vehicle available for use by the backup driver, as an incentive to the backup driver, at the above rate and under the same terms as applicable to the Coordinator as set forth herein. Backup driver must maintain required state driver's license for driving a van. 3M reserves the sole right to decide if the off-hour use of the vehicle is proper and does not become excessive as to mileage.

It is agreed that the following regulations apply to the operation of the vehicle:

1. Operation of the unit is permitted **only** by the Coordinator and his alternate. Operation may be granted to the spouse of either of these two persons if properly licensed (Class "B" license in Minnesota). Only under emergency conditions would any other person be authorized to operate the vehicle (any 3M employee that is a member of the pool assigned to one unit may be authorized to operate the unit for pickup and delivery of passengers to and from work if he is selected by the Coordinator).
2. The vehicle is to carry no passengers to and from 3M installations other than 3M employees.
3. In the case of personal use, the carrying of passengers other than 3M employees and immediate members of the employee driver's household is permissible as long as it is not on a regular basis. For example, use of the van to carry a church group every week is not allowed.
4. The vehicle is not to be used for a trip beyond a one-hundred (100) mile radius of the employee driver's home without specific advance approval from Office Administration.
5. The vehicle is not to be used to carry passengers or freight for hire, for ride sharing or any other purpose involving pay for transportation, other than the specific purpose of the Commute-A-Van Program.
6. Use of the vehicle to pull trailers is not allowed. No trailer hitches, temporary or permanent, are to be attached to the unit.
7. The vehicle is not to be used for any purpose requiring the removal of any seats.
8. The vehicle is to be driven only on hard surfaced public streets and highways and other normal access roads and driveways, but is not to be driven off normal roads, on frozen lakes and rivers, and in any other manner that would expose the vehicle to unsafe conditions.
9. The vehicle is not to be driven over bridges posted for a 3 ton maximum weight or less.
10. The Pool Coordinator would be responsible for promptly reporting any accident involving a bodily injury or property damage. Such reporting is to be in accordance with the procedures outlined in the Auto Accident Information Kit which is to be in the glove compartment of the unit at all times.
 - a. Such reporting is to also include injury to a passenger of the unit even though no other third party was involved. (This would be such cases as a person falling inside the unit or injuring himself while entering or alighting from the unit.)

- b. The Pool Coordinator will be responsible to complete and file state motor vehicle bureau report as well as the 3M Company automobile accident report form (Form No. 7099-C).
11. Any traffic violations while driving the van are the responsibility of the driver. Loss of license will result in removal as Pool Coordinator or backup driver. The Coordinator and backup driver will report any traffic violations to Office Administration.
12. The Pool Coordinator is responsible for reporting the extra income received from any passengers over the eight minimum on his State and Federal Tax returns.

MINNESOTA MINING AND MANUFACTURING
COMPANY

BY _____

DATE _____

POOL COORDINATOR/BACKUP DRIVER

DATE _____

E: CHRYSLER COMMUTER VAN PROGRAM
MEMORANDUM OF UNDERSTANDING

Chrysler is pleased to announce that it is organizing a van pool program, on a pilot basis, to enable you and your fellow employees to get to work and back in a way that will be more efficient and economical than driving your own cars. We hope there will be sufficient interest in this program to expand it and make it a permanent service.

If you and a sufficient number of fellow employees living near enough to you to form a convenient and efficient van pool elect to participate in this program, Chrysler will attempt to provide a commuter van which will:

- Pick you up for transportation to work and deliver you to your home or other mutually agreeable location after work, on a regular schedule to be determined by the driver/coordinator.
- Be parked at a convenient location at the plant or office where you work.
- Continue to operate in the event the van or the driver/coordinator becomes inoperative; a back-up vehicle and a back-up driver will be provided for this purpose.
- Continue to operate during a 60-day grace period if and when the number of passengers has fallen below the minimum load; in this event it is expected that the driver/coordinator and the passengers will be able to recruit the additional passenger(s) necessary to meet minimum load before the 60 days has expired.

If you elect to participate you will be expected to:

- Pay each month's commuter fare to the plant cashier in advance or authorize payroll deduction where available; for this you receive a guaranteed reserved seat on the commuter van. (Note: Prior to the first payment you will receive an invoice showing the amount you are to pay each month.)
- Notify the driver/coordinator in advance whenever you cannot meet the van's scheduled pick-up time; it is your responsibility to be on time for pick-up.

- Arrange other means to get to and from work if you cannot meet the schedule on a particular day.
- Understand that the van must maintain a schedule and that it cannot be more than three (3) minutes for a passenger pick-up.
- Notify the driver/coordinator in advance when you are on sick leave. (Note: You may arrange for a substitute passenger to take your reservation if he lives on or near the regular van route.)
- Understand that there is no duplication of insurance coverage in the event of a personal injury.
- Notify Chrysler and the driver/coordinator at least 15 days in advance if you wish to withdraw from the commuter van pool; this notice is not required if you are working hours or your location change so as to make your participation impossible.

If you wish to participate in this program under the terms set forth above, please indicate by signing and dating this memo and returning it to your Personnel Services Office.

VAN POOL ADMINISTRATOR
PERSONNEL SERVICES OFFICE

ACCEPTED:

SIGNATURE OF EMPLOYEE

CRITERIA FOR VANPOOL DRIVER/COORDINATOR

Interest and enthusiasm for the program should be very high.

The candidate should reside in appropriate geographical proximity in relation to potential passengers. (Note the procedures described in Section III F.)

The candidate should have not only a positive reference from his supervisor, but the EIC should insure by talking with the candidate supervisor that his duties as vanpool driver/coordinator will not interfere with his basic job responsibilities.

4. The candidate should have an excellent driving record. This can be obtained from your State Department of Motor Vehicles.
5. The candidate should have proper facilities for keeping the van at home. A garage would be very desirable, especially if there is severe weather in your area.
6. The candidate must have a record of being particularly punctual, as well as being a generally reliable employee.
7. Enough mechanical aptitude should be possessed by the candidate, attend to emergency maintenance, such as tire changing, etc.
8. If the licensing/regulatory laws in your state require a chauffeur license, you should insure that the candidate meets the necessary requirements.

Obviously, your company may choose to modify these criteria somewhat, but the above list to

(nator in the Commuter Van Program, which include:

1. Obtaining a Class B drivers' license, which is required for operation (Minnesota classifies any vehicle designed to carry more than 10 passengers as a bus.)
2. Submitting to an initial and annual physical examination to determine if I meet company standards for operation of motor vehicles on company property.
3. Driving the van to and from GMI, picking up at designated pick-up points GMI employees who are paying passengers, and discharging them at their homes or offices' entrance of their respective buildings in accordance with routes prescribed by the Corporate Transportation Department.
4. Maintaining ridership of at least nine paying passengers (not to exceed a maximum of eleven such passengers).
5. Training sufficient back-up drivers to insure a continuity of daily service.
6. Providing adequate parking facilities for the van at my home, which must be equipped with facilities with an electrical outlet to activate the van's headbolts.
7. Arranging for maintenance of the van at the ASC (Automotive Service Company) in accordance with the schedule prescribed in the vehicle maintenance manual.
8. Arranging transportation for passengers to and from GMI in the event the van is not operable due to mechanical failures or other similar emergencies.
9. Billing passengers monthly at approved rates and keeping all passenger lists and performance records.

In return for the performance of my services as described above, I will receive:

1. A free ride to and from work daily.
2. Personal use of the van at the rate of 7 cents per mile.
3. Fares from the tenth and/or eleventh paying passenger(s) as personal remuneration.

Pay to GMI a maximum of \$100 deductible in case of any and each accident during my personal use of the van in which damage to the van is sustained. Paying passengers will be GMI employees.

Accessories, including appearance items, or additional equipment will be added, installed or removed without prior approval from the Corporate Transportation Department.

All repairs, except in emergency situations, must be approved by the Supervisor of the Commuter Van Program.

I will not use the van for-hire.

I will obtain permission from the Corporate Transportation Department going on any single trip more than 100 miles distance from my home.

Driving the van is restricted to myself and my spouse except in emergencies or in situations approved in advance by the Supervisor of the Commuter Van Program.

Vans will not be taken or operated outside the continental limits of United States.

Groups other than commuting, paying GMI employees and my immediate family will not be transported in the vans without the express permission of the Supervisor of the Commuter Van Program.

I will make the van available for commuting purposes each working day except in case of mechanical failure, Acts of God, or other contingencies beyond my control.

I will give a minimum of two weeks notice in the event I wish to resign as pool coordinator.

I agree that failure to comply with the above requirements will result in the termination of my position as pool coordinator.

OPERATING AGREEMENT

This Agreement between the Driver/Coordinator whose signature appears below and Chrysler Corporation (hereinafter called "Chrysler") shall become effective on the date it is accepted by Chrysler, as evidenced by the signature of its authorized representative in the space provided below for this purpose.

For the purpose of forming and operating a van pool with a minimum of nine (9) passengers, Chrysler agrees to furnish the use of a 12-passenger van, to assist in forming and maintaining the van pool and to render such other reasonable assistance as may be required for the functioning of the van pool. The Driver/Coordinator will be the primary driver of the van during the term of this Agreement.

The Driver/Coordinator agrees to be responsible for the following in connection with the operation of the van assigned to him:

1. Maintain a valid state driver's license (and/or chauffeurs's license, if required) for operating a van.
2. Drive the van to and from his Chrysler location and pick up and deliver the other Chrysler employees who pay to ride with him.
3. Keep the passenger pool for the van at or above the minimum of nine (9) paying passengers.

4. Arrange for service and fuel for the van and clean the vehicle inside and out as needed.
5. Train a back-up driver to insure daily operation of the van.
6. Supply a secure place for "at home" parking of the van, preferably in a locked garage.
7. Keep a record, satisfactory to Chrysler, of the operation, expense and income of the van.

Chrysler agrees to reimburse the Driver/Coordinator for his out-of-pocket expenses in the operation of the van to and from work along the prescribed route and to pay over to the Driver/Coordinator any fares received from passengers in excess of the required minimum of nine (9). Chrysler will report to appropriate taxing authorities any amounts paid to the Driver/Coordinator for passengers in excess of nine (9), and it will be the responsibility of the Driver/Coordinator to include such amounts on his individual tax returns.

The Driver/Coordinator will be permitted to use the van during off hours. Chrysler also agrees that the Driver/Coordinator may, as an inducement to the person who agrees (provided below) to serve as back-up driver, make the vehicle available for use by the back-up driver at the same rate and under the same terms as applicable to the Driver/Coordinator set forth herein. The back-up driver also must maintain the required state driver's license for operating a van, and loss of his license will result in his automatic removal as back-up driver.

Chrysler reserves the sole right to decide if the off-hour use of the vehicle is proper and does not become excessive as to type of use or mileage.

It is agreed that the following regulations apply to the operation of the van:

1. Operation of the unit is permitted only by the Driver/Coordinator and back-up driver and by the spouse of either of them, if properly licensed. Only under emergency conditions will any other person be permitted to operate the vehicle. In this connection, in the absence of both the Driver/Coordinator and the back-up driver, any Chrysler employee that is a member of the van pool may operate the van for pickup and delivery of passengers to and from work if he is authorized to do so by the Driver/Coordinator and is properly licensed.
2. The vehicle is to carry no passengers to and from Chrysler facilities, other than Chrysler employees.
3. In the case of personal use, the carrying of passengers other than Chrysler employees and members of the immediate household of either the Driver/Coordinator or the back-up driver is permissible as long as it is not on a regular basis.
4. The vehicle is not to be used for a trip beyond a one-hundred (100) mile radius of the Driver/Coordinator's home without specific advance written approval from Chrysler.
5. The vehicle is not to be used to carry passengers or freight for hire, for ride sharing or any other purpose involving pay for transportation, other than the specific purpose of the Chrysler Commuter Van Program.

Courtesy: Chrysler Corporation

Use of the vehicle to pull trailers is not allowed. No trailer hitches, temporary or permanent, are to be attached to the unit.

The vehicle is to be driven only on hard surfaced public streets and highways and other normal access roads and driveways, and is not to be driven off normal roads, on frozen lakes and rivers, or in any other manner that would expose the vehicle to unsafe conditions.

8. The vehicle is not to be driven over bridges posted for a maximum weight of 3 tons or less.

9. The Driver/Coordinator is responsible for promptly reporting any accident involving bodily injury or property damage. Such reporting is to be in accordance with the procedures outlined in the Auto Accident Information Kit, which is to be in the glove compartment of the unit at all times.

a. Such reporting is also to include injury to a passenger in the van even though no other party is involved. (This would include such cases as a person falling inside the vehicle or injuring himself while entering or alighting from the vehicle.)

b. The Driver/Coordinator will be responsible for completing and filing the appropriate state motor vehicle bureau accident report as well as the Chrysler automobile accident report (Form _____).

10. Any traffic violations involving the van are the responsibility of the driver. The Driver/Coordinator and back-up driver are to report promptly any traffic violations to Chrysler.

delivered to the other party in person, by telegram or by mail. In addition, it will terminate automatically on (a) termination of the Driver/Coordinator's employment with Chrysler, (b) loss by the Driver/Coordinator of the required state driver's license or (c) breach by the Driver/Coordinator of the terms of this Agreement.

DRIVER/COORDINATOR

Accepted:

CHRYSLER CORPORATION

BY _____

DATE _____

AGREEMENT TO SERVE AS BACK-UP DRIVER

I have received a copy of the above Operating Agreement, have read it and agree to be bound by its terms in serving as back-up driver to the above Driver/Coordinator. I understand that breach of such terms will result in automatic termination of my right to serve as back-up driver.

Signature

Commencement Date

Termination Date

1. _____

2. _____

3. _____

4. _____

DRIVER _____
 DRIVERS FOR PERIOD (INCLUDING DRIVER) _____
 SUBMITTED BY _____
 FROM _____/_____/_____/7 TO _____/_____/_____/7
 MONTH/DAY/YEAR MONTH/DAY/YEAR

BEGINNING	
TOTAL MILES	

_____ X working days _____

_____ (611143) (Attach Check)

Mileage

DEPARTMENT

Total Departmental Mileage (611135)

Total Mileage (Boxes 1, 2 & 3)

① MILEAGE _____ (611135) _____

② MILEAGE _____ @ 7¢ _____

③ MILEAGE _____ @ 13¢ _____

④ MILEAGE _____ @ 13¢ _____

expense
 at be at
 h all
 d charge

- Gas (_____ Gal.) (611127)
- Maintenance (611207)
- Miscellaneous (611303)
- Operating Repairs (61140X)
- Tires (611506)
- Accident (611805)

DOLLARS

Total Expenses

IONS:
 PURCHASES
 ONAL MILES REFUND
 GE PURCHASES
 L DEDUCTIONS

NET AMOUNT

BALANCE DUE EMPLOYEE

EXPENSE CATEGORY		EXPENSE CODE	CASH DOLLARS	CHARGE DOLLARS
Gas (Gallons)	611127		
Maintenance				
Oil ____ Quarts		611215		
Lube		611223		
Alignment		611231		
Tune-up		61124X		
Filter - Oil - Air		611258		
Transmission		611266		
Shocks		611274		
Schedule Code		611290		
Total Expenses		611207		
Miscellaneous				
Towing		611311		
Service Calls		61132X		
Washes		611338		
Anti-Freeze		611346		
Battery		611354		
Lamps		611362		
Tolls & Parking		611370		
Total Expense		611303		
Operating Repairs				
Transmission		611418		
Motor		611426		
Drive Train		611434		
Ball Joints		611442		
Brakes		611450		
Radiator		611469		
Air Conditioning		611477		
Total Expenses		61140X		
Tires				
Replacement		611514		
Mounting		611522		
Balancing		611530		
Rotating		611549		
Total Expenses		611500		

FOR PERIOD

R'S NAME:

CHARGE
DEPT

ODOMETER READING
LEAVE ARRIVE

TRIP
MILEAGE

TRIP	DESCRIPTION
1	10/1/78
2	10/2/78
3	10/3/78
4	10/4/78
5	10/5/78
6	10/6/78
7	10/7/78
8	10/8/78
9	10/9/78
10	10/10/78
11	10/11/78
12	10/12/78
13	10/13/78
14	10/14/78
15	10/15/78
16	10/16/78
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21	10/21/78
22	10/22/78
23	10/23/78
24	10/24/78
25	10/25/78
26	10/26/78
27	10/27/78
28	10/28/78
29	10/29/78
30	10/30/78
31	10/31/78

Driver

Steps	Notes (Stop or mile)
Start (Base)	
Stop 1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
Total Miles	In

[illegible]

ND.)
gits)

Van Area _____

To be completed by
Corporate Transportation

Date Paid _____

Amount Paid \$ _____

ess _____
's signature _____

Date _____

able to General Mills, Inc. Please send your check and this billing for
Corporate Transportation, 55 West on or before the 6th of this month. Ge
responsible for cash sent through the mail ... Cash must be delivered to
ortation in person.

(Half sheet of paper is u

COMMUTE-A-VAN INVOICE

Form 12221 P&O

Job No. Job Coordinator (Print) Date	Pool Area Passenger Name Passenger Street Address <table border="1"> <tr> <th>Co</th> <th>Main Acct</th> <th>Sub Acct</th> <th>Project Number</th> </tr> <tr> <td>1</td> <td>0299</td> <td>921</td> <td></td> </tr> </table>	Co	Main Acct	Sub Acct	Project Number	1	0299	921	
Co	Main Acct	Sub Acct	Project Number						
1	0299	921							

METHOD OF PAYMENT:

Due your check payable to MINNESOTA MINING AND MANUFACTURING COMPANY.

- C. PAUL - Mail your check with White copy of invoice to CASHIER - 42-5C, or pay directly to the Cashier.
- BRANCH - Give your check to the Branch Cashier.

COPIES: WHITE - Attach to Payment

CANARY - Passenger

Once the pool coordinator has been chosen, he/she and the van project administrator should put together a list of the passengers on the most direct route. Following is an example of such a list, with the pick-up times added, that 3M uses. At this time fares should also be established. If the employees live close together, as in the case of 3M, it will have to be computed individually according to the distance they live from work.

3M COMMUTE-A-VAN PROGRAM - POOL #20 - EAST ST. PAUL

DRIVER & POOL COORDINATOR - John K. Howard - 1467 Angus Street
St. Paul, Minn. 55590
Home Phone 999-6785 - Work 466-7856
Acct. Receivable - Bldg. 224-6C

BACKUP DRIVER - Peter Jones - 1876 Dawson Drive
St. Paul, Minn. 55590
Home Phone 999-4534 - Work 466-7666
Payroll - Bldg. 224-2N

Stop #	Name	Address	Emp. #	Phones	Approx. P.U.
1.	Mary Smith	2078 Mayview St.	17756	999-2345 7865	6:45
2.	Jane Jansen	1976 Willow Dr.	98765	999-5690 3333	6:50
3.	Peter Jones	1876 Dawson Dr.	76555	999-4534 7666	6:55
4.	Kathe Ply	1999 Dawson Dr.	88866	999-3421 9990	6:55
5.	Bob Carlson	2057 Cincent Lane	66640	999-1776 5647	7:00
6.	Betty Folsom	1676 Oak St.	65744	978-0435 7788	7:00
7.	Jim Crawford	1998 Oak St.	09415	978-8743 8800	7:00
8.	Mary Peters	2096 Maple Dr.	65433	978-7899 4566	7:00
9.	Sheryl Grayson	1899 George St.	78944	978-4444 8213	7:05
10.	Carl Anderson	2097 Ames St.	32144	969-7855 2133	7:10
11.	Patty Burns	2997 Fifth Ave.	66672	969-8882 5433	7:15

Total Miles One Way - Eleven (11) - Arrive 3M Space #666

Home Departure Time: When all riders are aboard or 4:40 p.m.

With this schedule I am initiating a "Departure Seating Arrangement" which will make exiting from the van safe and orderly.

FRONT OF VAN

John Peter
Sheryl Carl Patty
Betty Jim Mary
Mary Jane Kathe Bob

After front row seats have emptied,
please feel free to occupy them.

Van Program at Giff has now been in operation over 1 1/2 years. A very popular way of commuting to work. In addition to great passengers cite low cost, reliability and convenience as the benefits of the program. Pick-up time ranges from 5 to 20 minutes, depending on the passengers location on the route.

expands as sufficient interest is indicated in new areas to be served. Some interest has been indicated in your area, but we need more people to enable us to organize a van for that area. If you are commuting by van or would like to learn more about a van program, please complete the information below and return this form to Giff as soon as possible.

Address _____
(Street) _____ (City) _____
Mailing Location _____ Business _____

Check one:

☐ I am definitely interested in participating in a commuter van program. I have indicated below.

☐ I believe I wish to participate, but need more information before making a decision.

☐ Would you attend an informational meeting for your area in the near future? _____

☐ I wish to be put on a "reserve list", as I would like to participate part-time or as a substitute.

☐ I am willing to pay between \$_____/day and \$_____/day on a regular basis. No _____. If not, what is the maximum you are willing to pay?

I like to participate as a: _____ Pool coordinator (primary driver)
_____ Back-up driver
_____ Full time passenger
_____ Substitute or part-time

- During the average week, I ride the van: _____ Every Day
 _____ Four Days
 _____ Three Days or Less
- I joined the van because of the: _____ Low Cost
 _____ Convenience
 _____ Reliability
 _____ Other (Identify) _____
- I am picked up in the morning at: _____ Home
 _____ Collection Point

8. My former method of travel to and from work was most frequently (check one)

- _____ Driving alone
 _____ Driving with one passenger
 _____ Alternate driving in a carpool
 _____ Riding in a carpool
 _____ Riding the bus
 _____ Being dropped off at work
 _____ I joined the van immediately upon beginning my job at GMI

9. I am saving \$ _____ per year on automobile insurance by riding in the van

10. I live in a _____ Single family dwelling
 _____ Duplex or double bungalow
 _____ Apartment

11. Number of cars in household: _____

Have you sold a car since you began to participate in the van program? _____

Have you delayed purchase of a car by participating in the van program? _____

12. COMMENTS ABOUT THE COMMUTER VAN PROGRAM:

(Please share your ideas for improving the program, your likes and dislikes, and any benefits in your life due to your participation in the program, i.e., cost, savings in time, saving off getting a second car or from driving your car fewer miles.)

Participant:

Give your answers to the following questions and your candid comments on the program. The information will be used to help us evaluate and improve the program.

Be as anonymous as possible, do not complete question #1, but please be sure to include a name and address.

Completed questionnaire by February 13, 1976 to: KAY DESHLER -
TATION, 55 WEST.

in Commuter Van # _____

Brooklyn Park	70 - Maple Grove
and	71 - Monticello
Southwest Minneapolis	72 - Brooklyn Center/Crystal
at Plymouth/New Hope	73 - South Minneapolis
at Plymouth	74 - Richfield/Edina
Hard Lake	56 - Coon Rapids/Anoka
andale	58 - Robbinsdale/Golden Valley
Hope	59 - Osseo
at River	81 - Hopkins

(Last)

(First)

(Middle Initial)

(Street or RFD# - Not Post Office Box)

(City)

(Zip Code)

MCQ _____ 55 West _____ Shelard _____

Division: _____

Position: _____
Office
Supervisor
Management

Pool Coordinator _____ Regular Passenger

Driver's name _____

Area _____ Area # _____

Rate Pool Coordinator on the following scale:

1 - Excellent 2 - Very Good 3 - Good 4 - Fair 5 - Poor

Reliability	_____	Consideration for passengers
Driving ability	_____	Communication with passengers

About both your pool coordinator and back up drivers:

Opportunity to complement your drivers for a job well done and/or discuss improvement. All comments are confidential. (Specific names and comments mentioned in discussion of evaluation with drivers.)

Overall comments on the program in general:

Thank you for taking the time to fill this out. Please return promptly to Kay Dest

SELECTED RIDER COMMENTS FROM THE RIDERSHIP SURVEY

traveling to work without having the burden of driving in commuter traffic. I have new acquaintances. I arrive at work more punctually since joining the program. I have cut my own transportation costs. The van is a good deal!

I like the program very much, enjoy the opportunity to ride with friends from work.

The program is great. Having no car, the Commute-A-Van is the only realistic mode of transportation. It's economical, ecological and fun. No way in the world can I read the paper and concentrate on my driving.

Great! Like it very much - for me it is the best of both (I drive 1/4 time), ride 3/4 of the time and yet have a car available for company business.

More relaxed. Parking closer to building and being picked up at door. Have let my wife use our second car while he is at the University.

Very fortunate to be a C-A-V passenger, not having to worry about winter weather, traffic, etc. I also appreciate the prompt service of being picked up and dropped off at my door mornings and afternoons, and the reasonable charge.

Great! The extra 1 1/2 hour every day is worth it to me (the driver). I also enjoy the service. Being able to get gas, oil changes, etc., here at 3M is great! I have a good number of riders, they call me when not going to be there and are rarely, if ever, late.

Efficient drivers. Compatible group in van, well satisfied.

It has been a satisfactory arrangement, in my opinion, we have an excellent, experienced driver and thus are extremely fortunate. He is prompt, courteous and efficient. Thank you for implementing the program. To date we have made no changes in our transportation habits, etc. within our household.

Extremely pleased with this program and recommend it highly. At first, there were a few minor problems, but once they were talked over and solved, it's been great.

Did not sell my second car, but I cut the mileage.

Overall, I am satisfied - more economical, more dependable.

My wife and I, yours, get up at six a.m. - not home til 6 p.m., also miss having more freedom.

The program has been a tremendous benefit to myself and family. Financially, it has

made getting to work possible. I have sold one car. Please keep up the program and I would encourage expansion.

I feel it is a good program. It is time people started being concerned about other people; this is a start, saving energy, etc.

I am pleased with the van system. In poor weather, those of us who are in the van are the only ones who arrived on time and came to work when other cars failed, etc. Now that I'm a widow, I feel I must get to work so I am very grateful.

I miss having my car to stop and do errands on the way home, but the convenience of the van is worth that inconvenience.

I like everything about our C-A-V program, the convenience, the camaraderie with fellow passengers, but most of all, I appreciate the peace of mind this program affords me.

The ability to use the van to go to meetings is a big asset to me. My only car is much more available to my wife.

Commute-A-Van has been convenient, but I also travel on an average of twice a month out of town; has been a relatively smooth operation.

Our driver very conscientious and disgustingly punctual.

I like this van so much! It is a congenial, well mixed bunch of people. I would hate to see it broken up. I trust my drivers and have found that getting to and from work is now a pleasure, not a chore!

Like parking in the ramp. Like getting to work a little earlier. Have to get up about 1/2 hour earlier to get on van.

I think the program is great! No complaints. I hope it continues.

Excellent program! We've got one car, and my wife really appreciates access to it now. I appreciate the economics of riding in the van as well.

Car insurance is lower now.

This program has been very worthwhile because it means I do not have to drive which has helped very much in my situation. We only have one car which my husband has to use every day. I guess the only thing I might dislike is that I am on the road about 2 hours a day extra which I realize cannot be helped.

This program is excellent. I was planning to buy a second car but because of van program a second car is not needed. In addition to obvious benefits of not driving, I

am learning more about different 3M departments, exchanging information and ideas with participants of this program.

I appreciate being able to avoid winter driving — leaving it to our very capable van driver. Thought at first I would like to be a Pool Coordinator or backup driver but now find I'm enjoying being a passenger too much! Some disadvantage in not having a car at noon for errands, etc.

Good program, sold second car, better 3M communications via exposure to various corporation discussions and staff not previously enjoyed.

With the van service, I arrive home from work earlier and it is much more restful. I do not have to worry about traffic and I can relax coming to work and going home.

I believe this program to be one of the most innovative ideas for coping with the fuel shortage put forth by any industrial organization and I'm proud that 3M either created the idea or is at least one of the leaders in promoting it. I hope it is successful and continues to prosper.

There are many advantages such as, eliminate need of 2nd car, lower insurance rates, punctuality. My biggest disadvantage or complaint is having to pay for riding for the days I'm out of town on business for 3M.

I had some doubts at first, but now would find it difficult to get along without the van. The extra car on weekends is convenient and the added income helps. My passengers are always prompt and we have developed some new friendships. Although we all live in same area, we didn't meet until pool.

Has reduced my gas usage and mileage on my own car. Required to hold to a tight schedule on pick-ups. There is a certain amount of confinement with the use of the van.

I love it. The whole program hinges largely on a good pool coordinator and I think ours does an excellent job.

I have liked the concept since the day it was announced. For a large number of employees I believe the advantages far outweigh the disadvantages. I believe it will take continuing IIR work to make more employees realize this.

Best thing since indoor bathrooms. My personal car gets driven much less. My wife now has a car at home all the time. I feel I've purchased a second car plus chauffeur both for only \$22 a month.

I have driven to 3M for 10 years so it is just so nice to be able to sit back. Everyone is very friendly.

Fantastic! Abandoned ideas of getting a second car.

As of right now, I don't intend on using the van as my permanent means of getting to work because the car I own doesn't cost me very much to run.

Great service to employees.

Eliminated cost of owning and operating a car. Sold my best car and get by good with 10 year old car. More comfortable, relaxing, and cheaper than driving.

When I started as a driver last April, I was a bit apprehensive about committing myself to picking up 8-11 people every day. But now, after a year of it, all apprehension is gone and I am very happy with the program. The new gas fill-up program is just great. I think that rear seat speakers should be installed in all the vans because now the people in back cannot hear the radio.

Like riding van very much. It's convenient — more so than riding in personal car as there are no parking problems, no worries as to winter driving, etc. Both driver and backup driver are always on time and good safe drivers. Since riding van, we have given up idea of purchasing a new car as old one serves us well enough since we don't use it as much. Second car has been turned over to one of our children for use at college.

It's great and we feel we are helping the gas shortage and pollution control.

Only inconvenience is increased riding time (1 hr./day).

Sold 2nd car. More time to and from work but it's worth it. More things for than against it. Have to plan ahead more for personal things.

I do find that I spend more time on the road than I did before. To avoid this, I suggest people in one van all be from the same building and have their homes fairly close together. I have been on a van for one year now and plan to continue to ride.

It's an extra half hour out of my personal time. Radio can be highly offensive. I can't really claim to like it, but it has to be the proper route from both a personal and social point of view.

I am very happy to be able to ride in a van. I could not afford to drive alone.

Enjoy being Pool Coordinator. Sold second car. I like it very much.

I like the door-to-door service the van provides. The passengers are all friendly which makes for a pleasing ride. We are seriously thinking of selling our second car and our insurance dropped since I don't drive to work.

Although it does get a little crowded riding for the relaxation and recreation, ie - the only m very satisfied and haven't had any second

	<u>NUMBER</u>	<u>PERCENT</u>
of participants:		
Office	93	78
Supervisor	12	10
Management	14	12
average weekly participation:		
Every day	87	60
Four days	24	17
Three days or less	16	13
participants picked up at:		
Home	96	83
Collection point	23	17
reasons for joining the program:		
Convenience	103	77
Low cost	62	44
Reliability	47	33
Other	15	11
preferred mode of travel to work:		
Drove alone	57	41
Drove with one passenger	8	6
Alternated driving in a carpool	19	14
Rode only in a carpool	25	18
Bus	2	2
Dropped off at work	11	8
None - Joined van immediately upon start of job	3	2
type of residence:		
Single family	86	77
Duplex	8	7
Apartment	21	18
number of cars in the household: (Average 1.71)		
0	5	4
1	44	32
2	50	36
3	10	7
4	4	3
number of cars sold since the start of program:	13	9
costs on auto insurance:		
Average \$22.00/year -- Range \$0-\$150/year		